

CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

OUTCOME STATEMENT: Utilize on an on-going basis a quality review process that accurately measures processing performance in a way that creates a perpetual self-diagnostic and self-fixing process.

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Quality Control Unit Overview

- QC Unit is managed by Public Health
- QC reviews Active and Negative Findings
- QC Specialist review cases based on state and federal regulations
- After the QC Specialist completes their review, it is re-reviewed by the QC-Payment Accuracy Specialist.
- A subsample of each month's cases are reviewed by FNS.
- SNAP actions that are reviewed by QC and the QC-PAS are:
 - SNAP Active-are reviews of the accuracy of the dollar amount each household is receiving.
 - SNAP Negative-are reviews of the processing status for which households were denied, suspended, or terminated.
 - SNAP Timeliness- are reviews to determine if the household received the SNAP benefits in a timely manner.

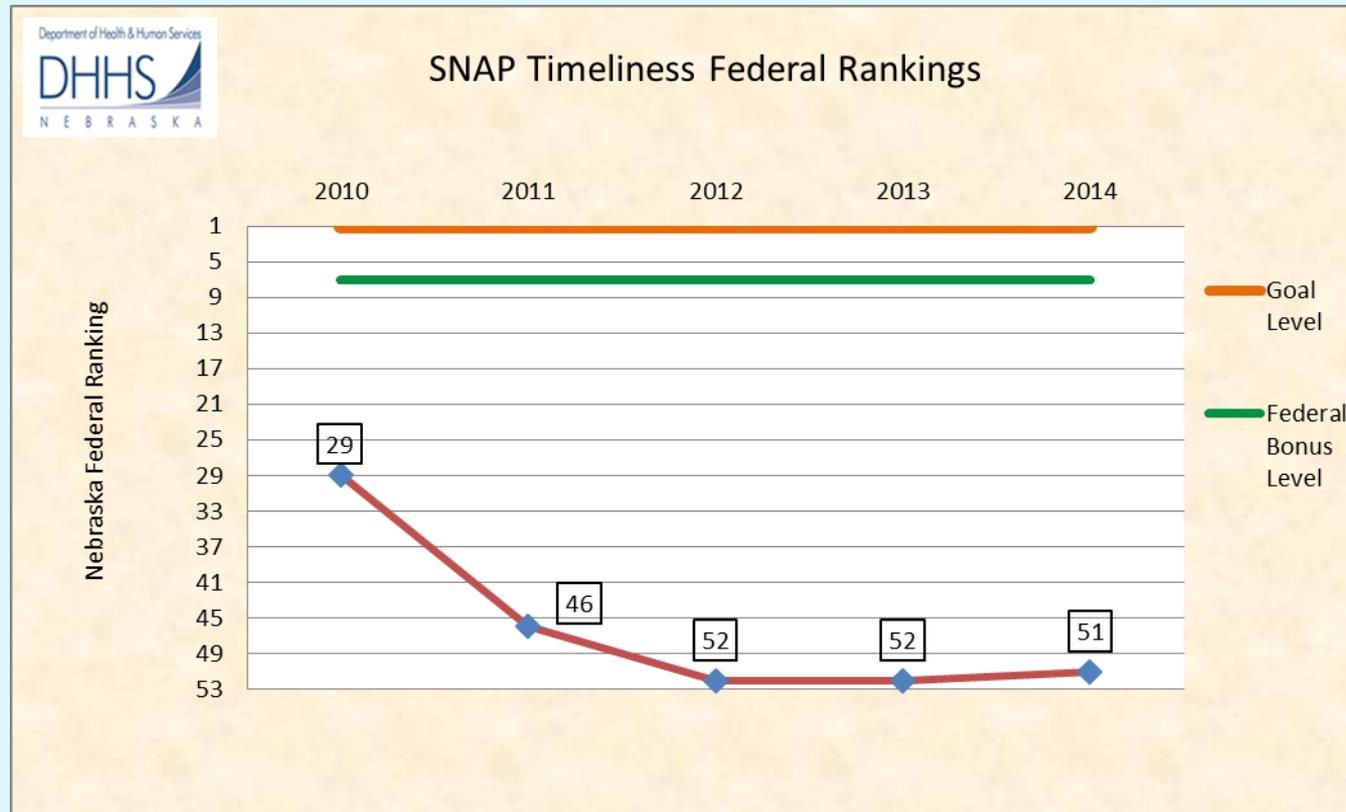
Program Accuracy Unit

- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Weekly R.E.Ps (Recap of Essential Policy and Procedures), Captivate Videos and Quizzes that are shared with the field.
 - **The most current training materials are uploaded on SharePoint under Training Tools by Topic.**
- Programs PAS review:
 - SNAP
 - SNAP Timeliness
 - Child Care
 - Aid to Dependent Children
 - Assistance to Aged, Blind, or Disabled Payment
 - Low-Income Home Energy Assistance Program
 - Social Services for Aged and Disabled
- PAS review the following Functions:
 - Interviewing
 - Processing
 - Change Management
 - Phone Observations

CHAPTER 2: FEDERAL REPORTING

Goal Statement: Continually meet or exceed Federal Guidelines with the goal to optimize quality and realize Federal Bonus Funds

Goal Statement: SNAP timeliness will move towards the goal of being ranked #1 which will ensure that households will receive accurate benefits within 7 days upon receipt of application for Expedite households and by 30 days upon receipt of application for Non-Expedited households.



The above chart: Shows the current ranking July to January 2014.

Updated: 5/2014.

Timeliness Rankings are released Quarterly.

Timeliness: measured from application receipt date for when benefits are administered and in the customers hands.

Active Findings

Strengths/Accomplishments:

Action Items:

1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.
3. SCR 13516 for July 13 will give workers the ability to check to EDRS records for SNAP IPVs that have occurred in another state.
4. SCR 15280 will add a new closure reason for people who have been Disqualified from Another State.
5. SCR 14866 will create a prefilled EA Review/Recert applications.
6. SCR 15056 Verif request correspondence will be added to CBI.

Barriers:

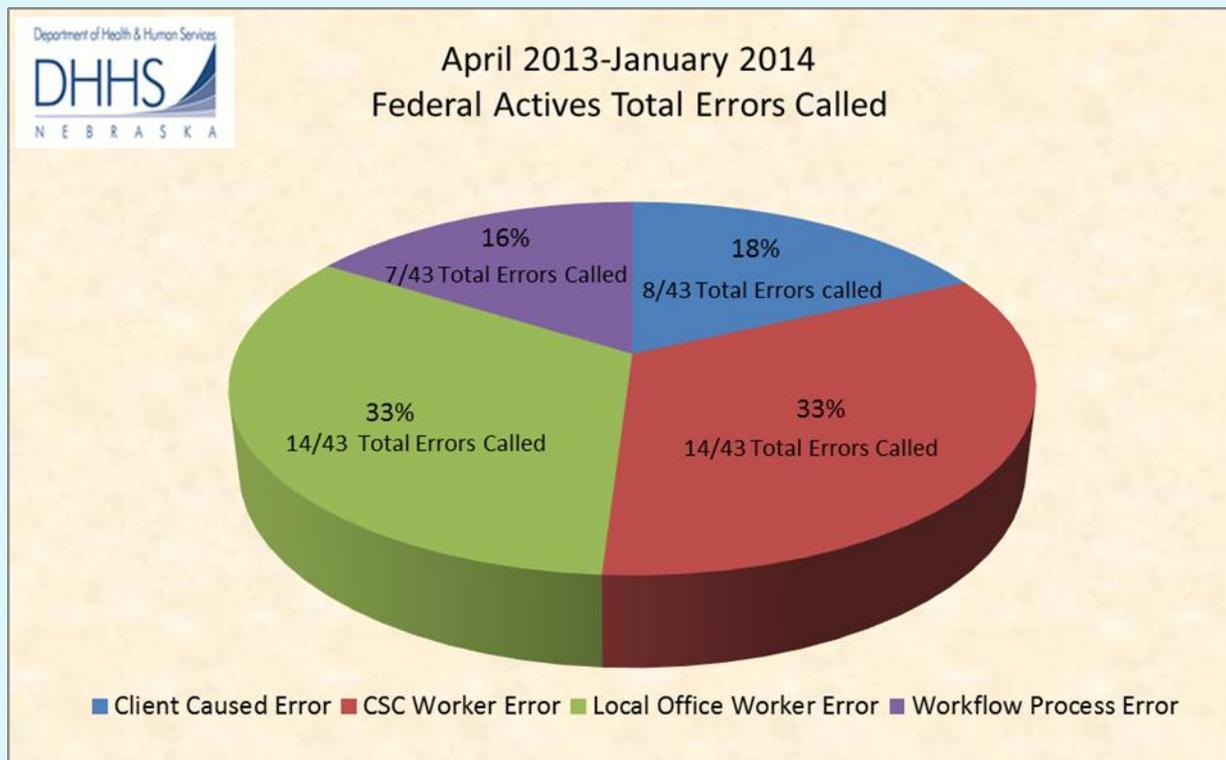
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 10/2013 to 12/2013.

Updated:6/2014.

Active Errors



CSC Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly: 5
 Unearned Income not updated/budgeted incorrectly: 3
 Household Composition Incorrect: 3

Local Office Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly: 4
 Unearned Income not updated/budgeted incorrectly: 4
 Shelter/Utility Expenses not updated/incorrect used in budgets: 3

The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

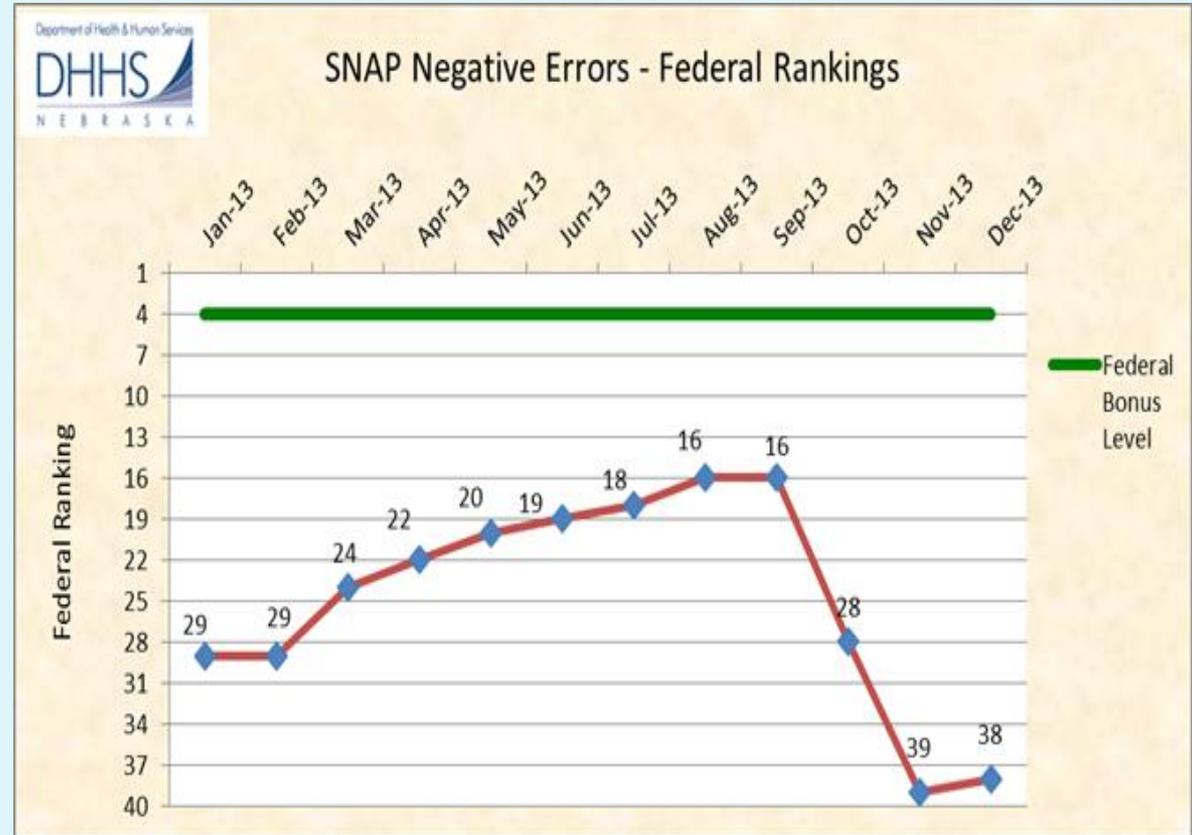
Negative Findings

Strengths/Accomplishments:

1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.
3. SCR 13516 for July 13 will give workers the ability to check to EDRS records for SNAP IPVs that have occurred in another state.

Barriers:

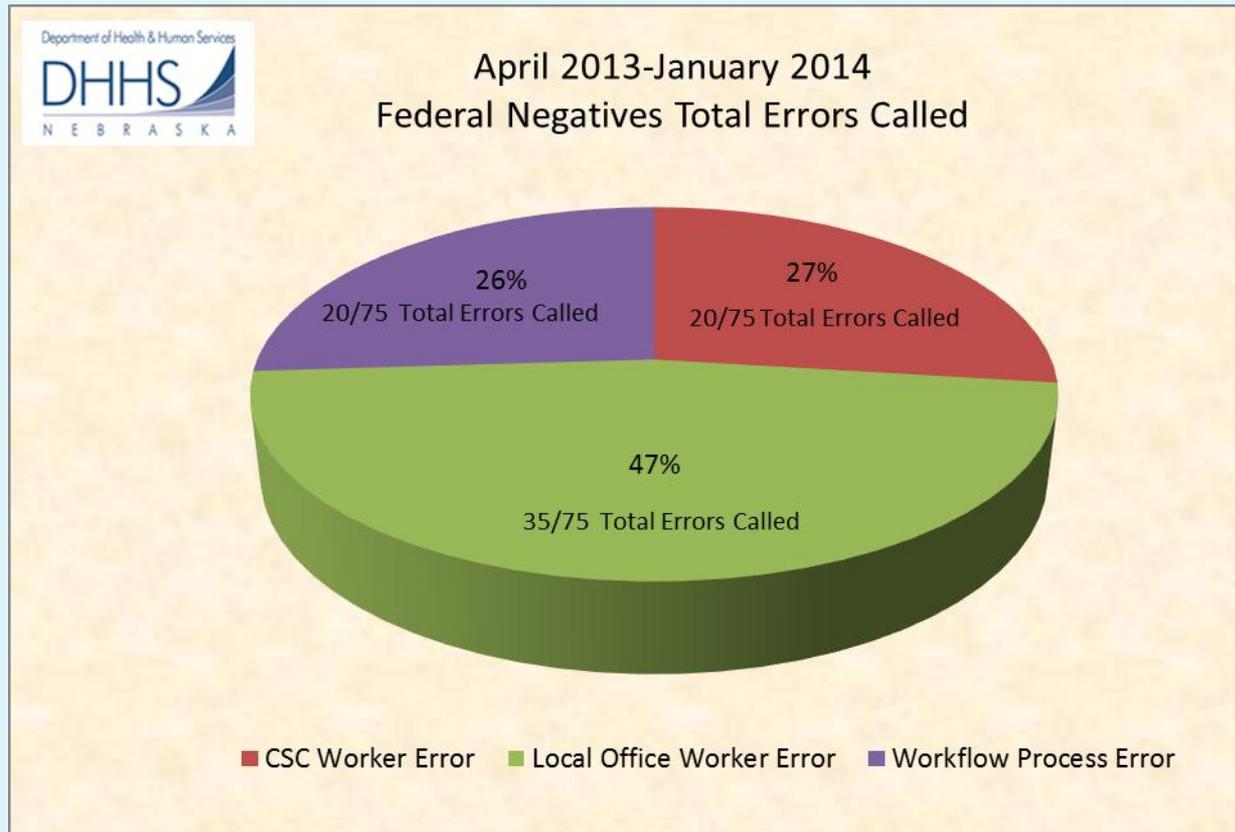
Goal Statement: The accuracy of SNAP Negative cases will move towards the goal of 100% correctness on the processing status for which households are denied, suspended, or terminated.



The above chart: Shows a comparison of Negative Error rankings for 10/2013 to 12/2013.

Updated:6/2014.

Negative Errors



Local Office Most Frequently Cited Errors

Case denied untimely for failure to provide after day 30: 11

Incorrect denial - agency delay interview scheduled untimely: 4

Incorrect denial due before day 30 – address error: 3

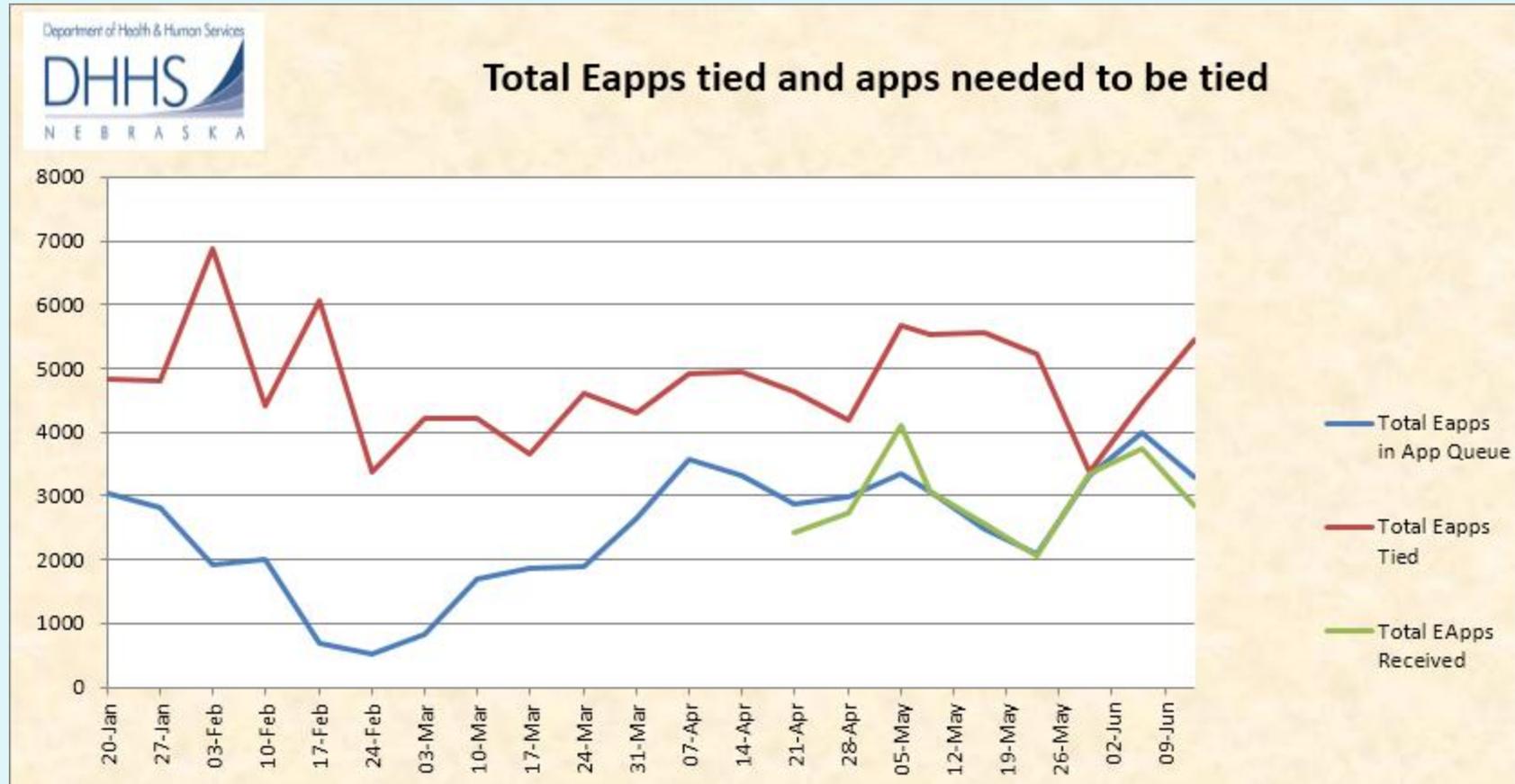
The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

CHAPTER 3: STATE REPORTING

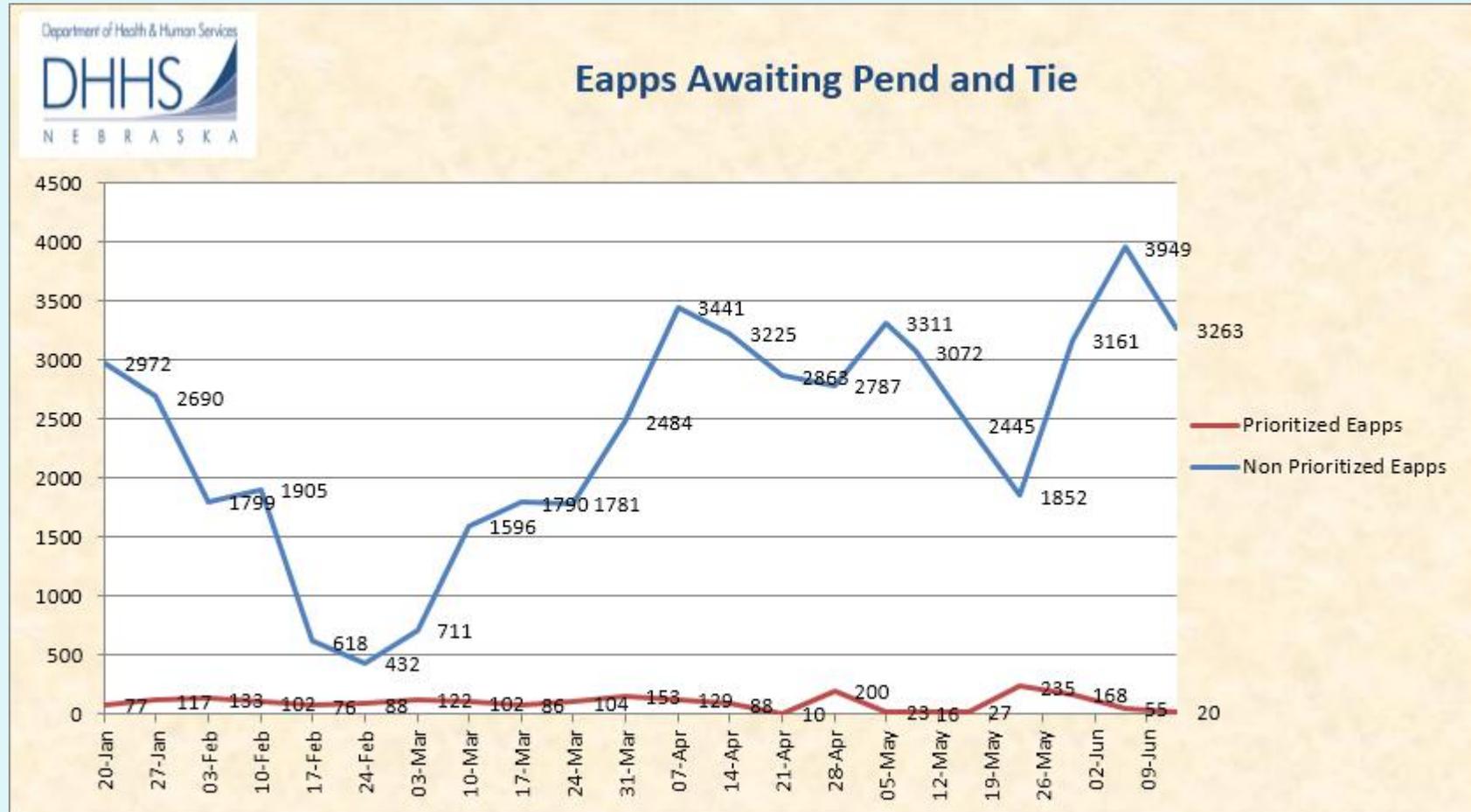
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

Goal Statement: Continually review completed cases, then measure and report CFS processing performance.

Total Electronic Applications

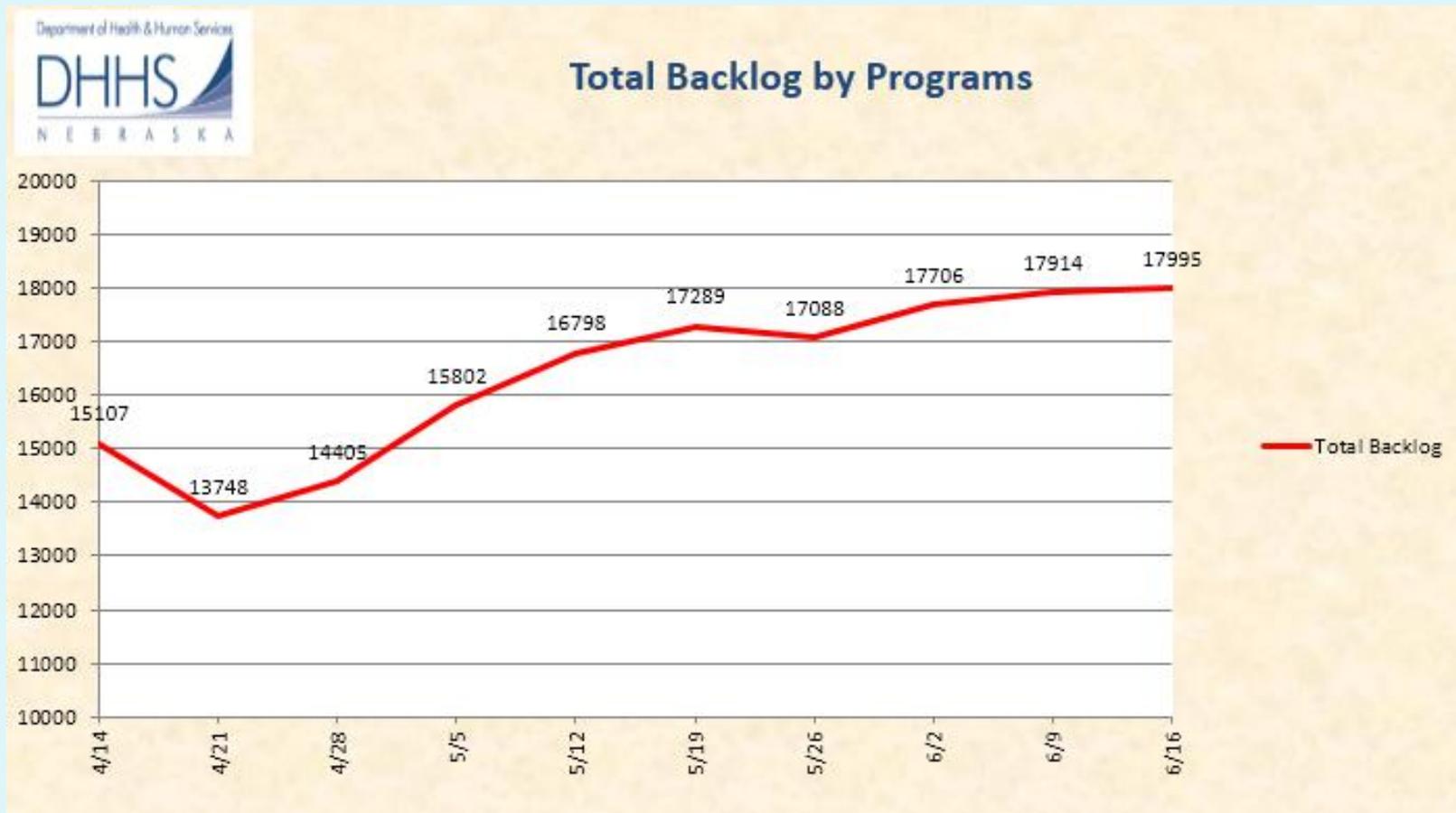


Total Electronic Applications



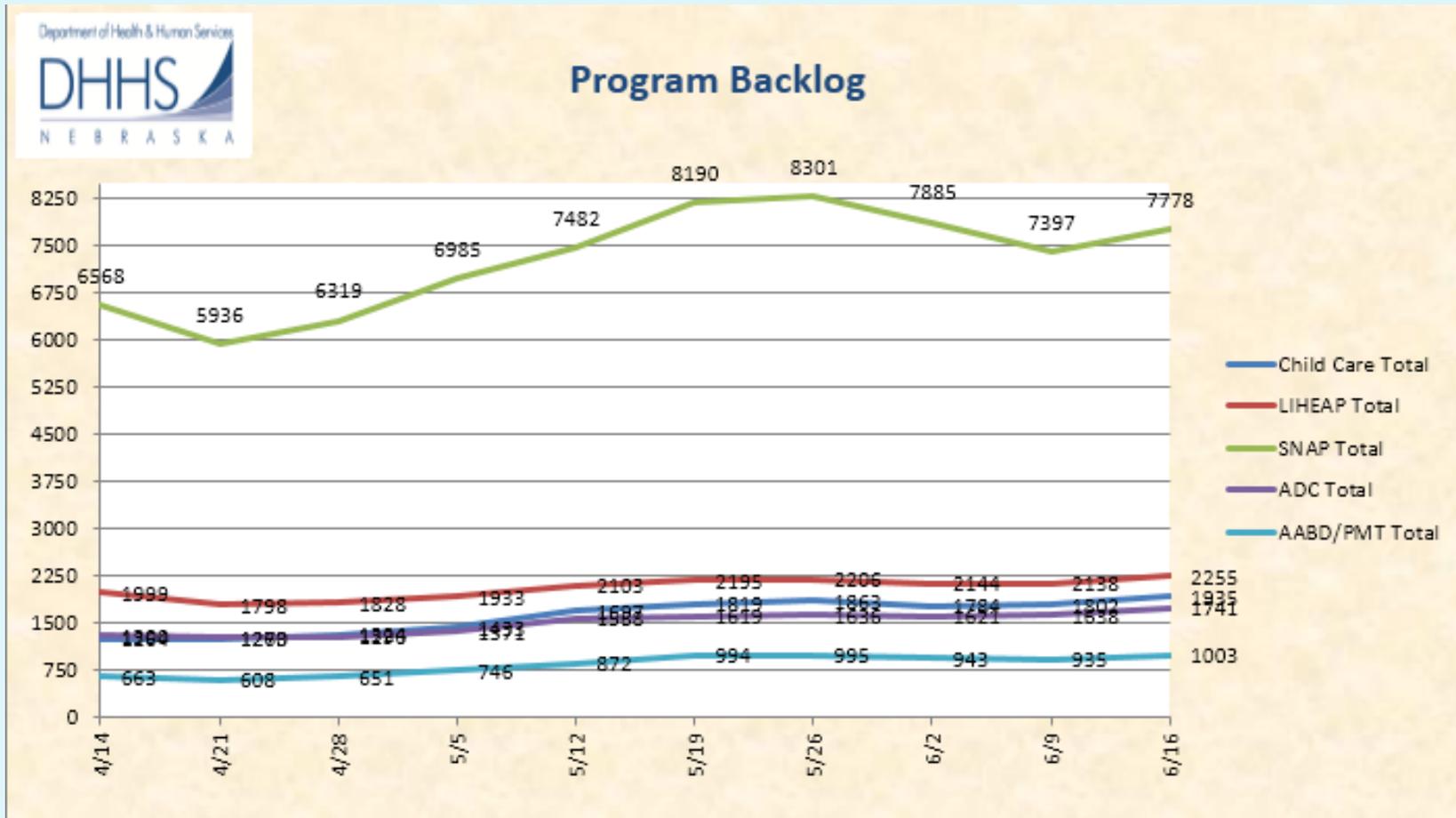
Backlog of Pending Program Cases over 30 days

Definition: Total Backlog is defined as the total number of Program Cases that are in Pending status plus the total number of applications that are in the app management queue.



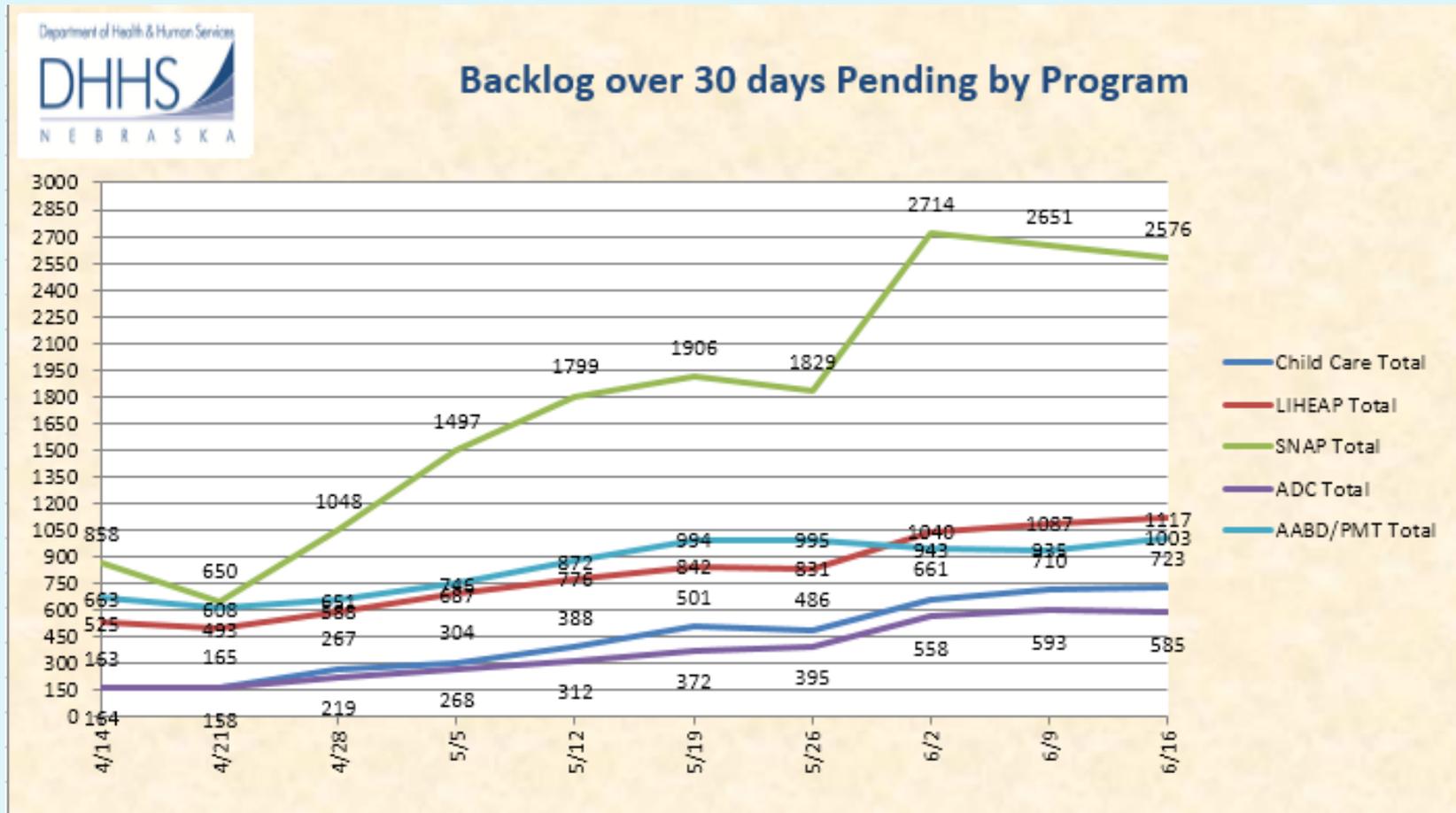
Backlog of Programs

Definition: Program Backlog is defined as the total number of Programs that are in Pending status. Each program is represented as a line on the chart.



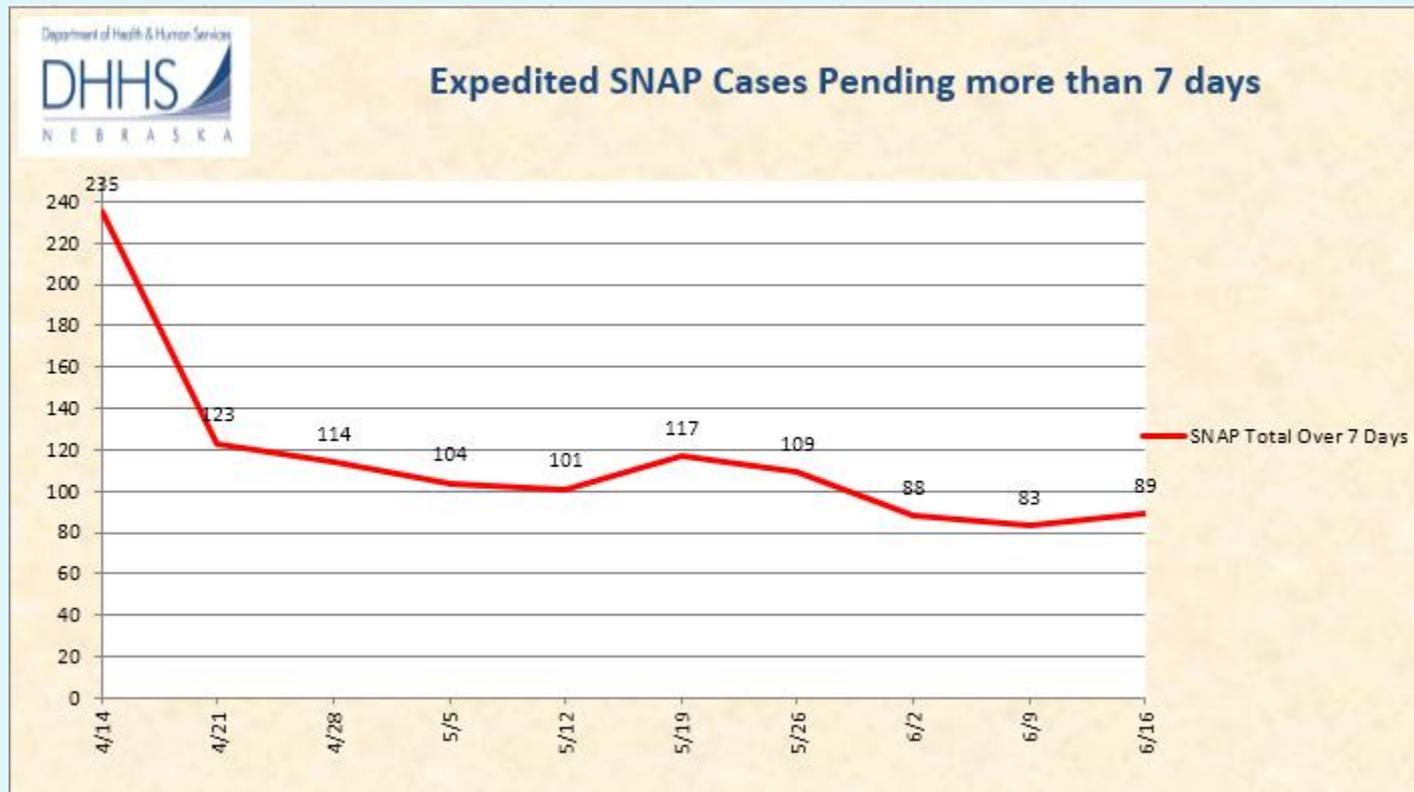
Backlog of Programs

Definition: Backlog of Pending Program Cases over 30 days is defined as the total number of Program Cases that are in Pending status over 30 days from their application received date. 30 days pending may not mean that the case is untimely depending on program. Each program is represented as a line on the chart.

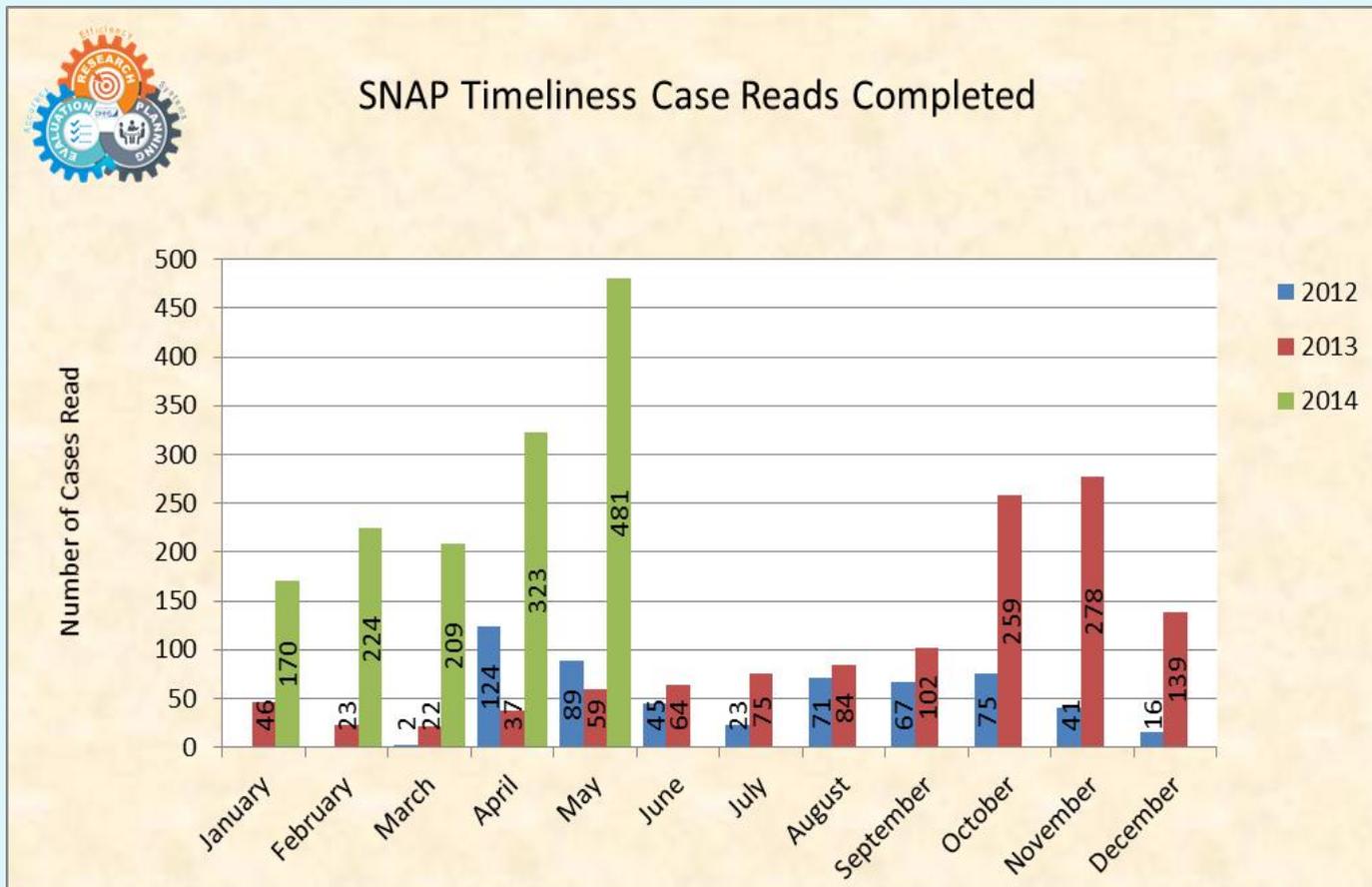


Backlog of Program Cases

Definition: Backlog of Expedited SNAP cases Pending more than 7 days is defined as the total number of SNAP Program cases that have been screened as Expedited and are in Pending status over 7 days from their application received date.



SNAP Timeliness Case Reads



Goal Statement: The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.

SNAP: Timeliness

Strengths/Accomplishments:

Captivate Video released:

1. Handling Resources: 6/16/2014

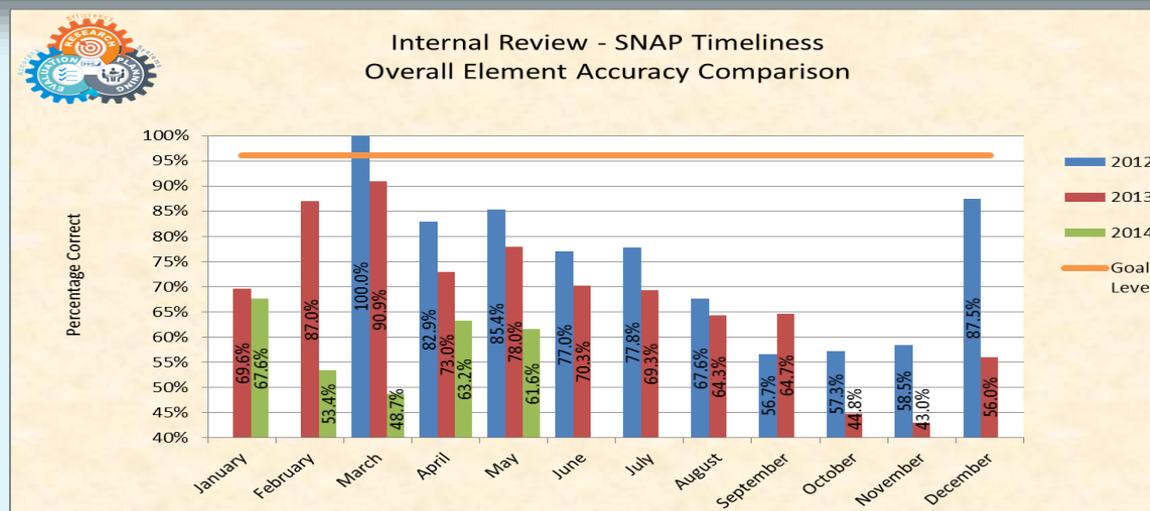
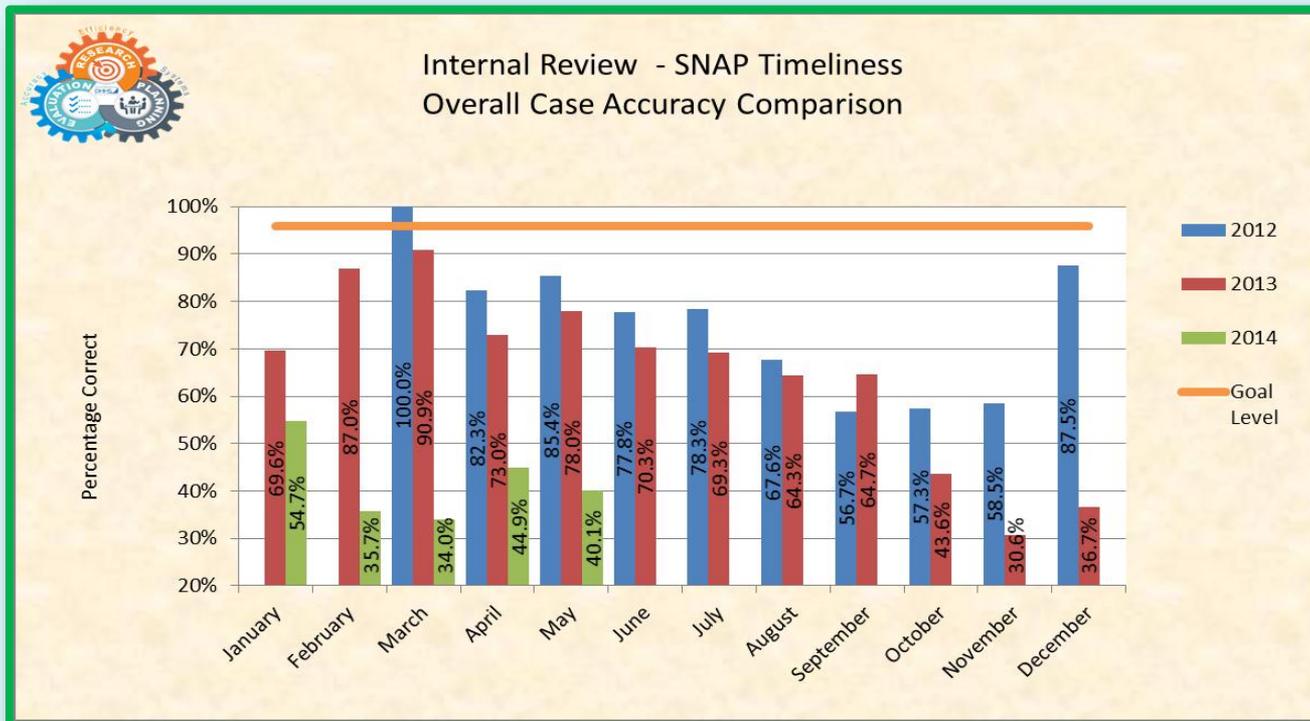
R.E.P. Released:

1. Scheduling Interviews 6/16/2014

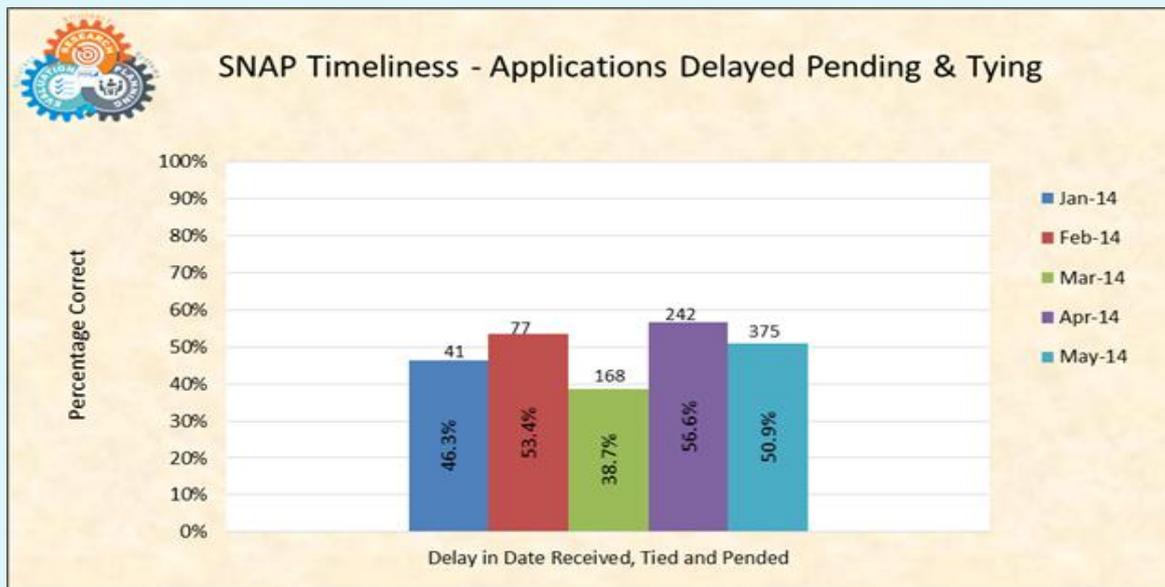
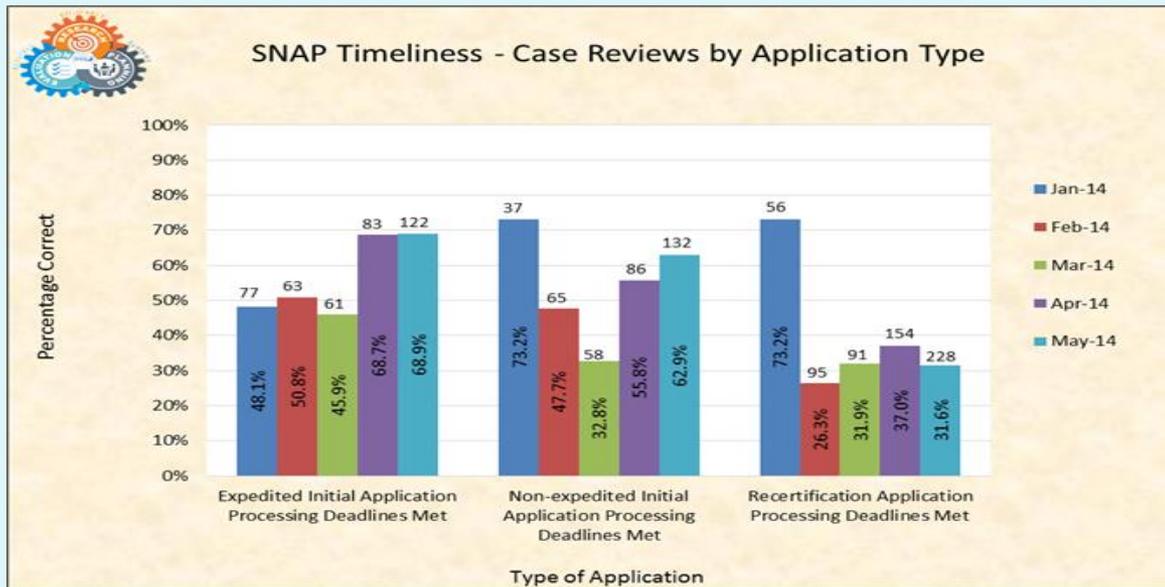
Action Items:

1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 15066 for July 13 will disallow change of payee and case name of SNAP program cases.
3. SCR 14999 will track the reasons an application was denied untimely.
4. SCZR 4134 for July will fix an edit that allowed a worker to set an expedited indicator in future months and disallowed editing it at the time of processing.
5. EBT card question on the Eapp.

Barriers:

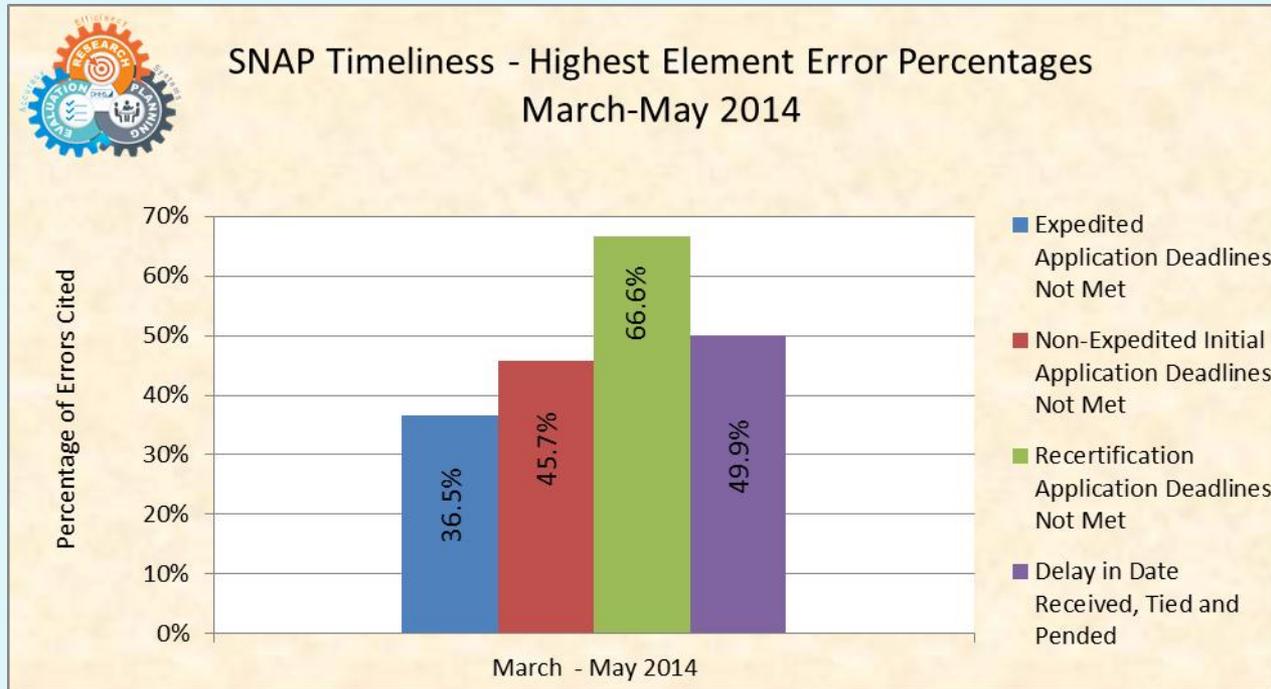


SNAP: Timeliness



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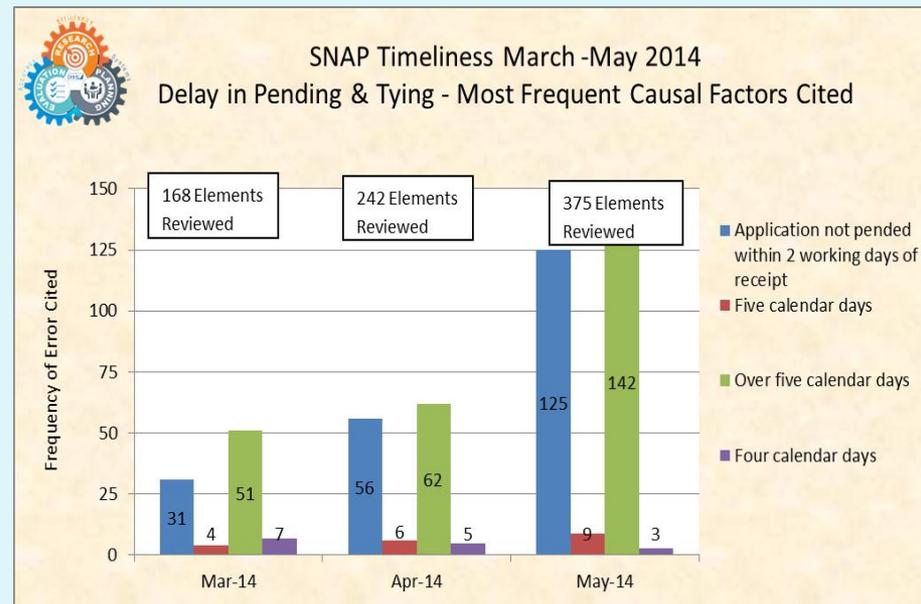
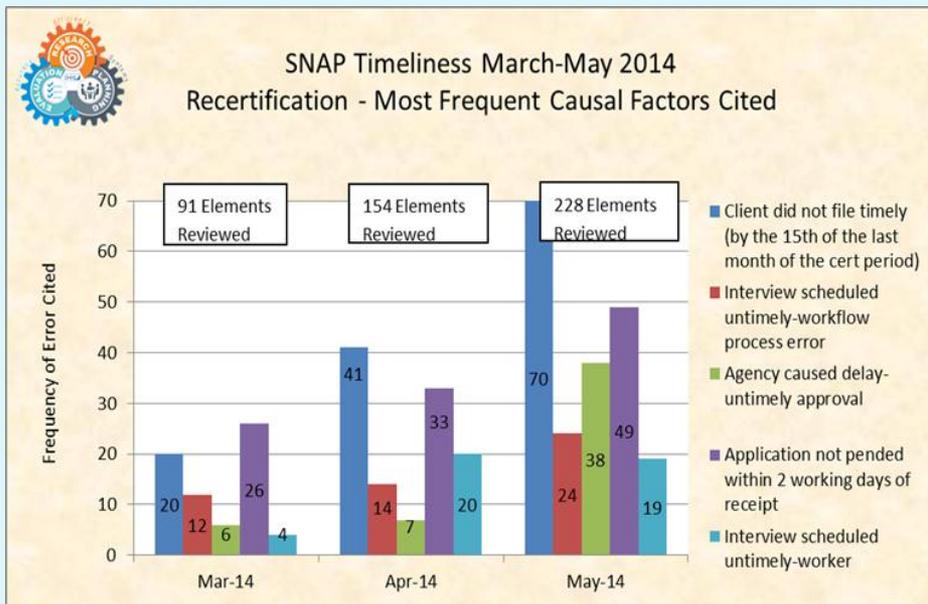
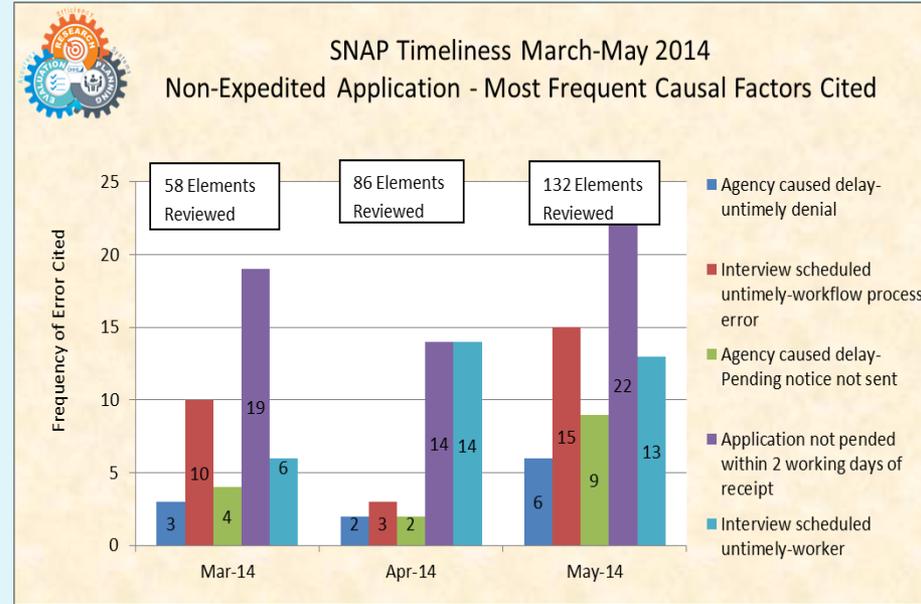
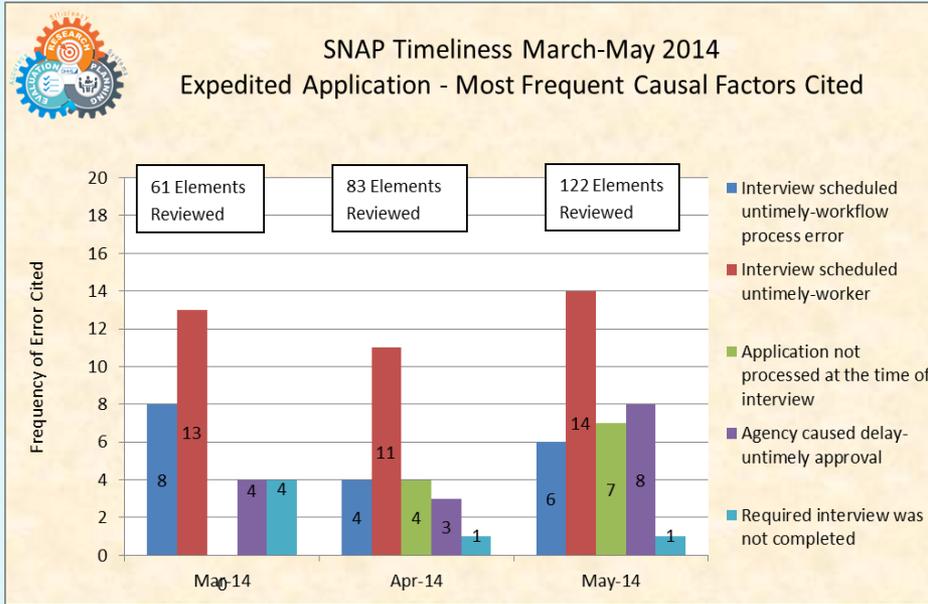
SNAP: Timeliness



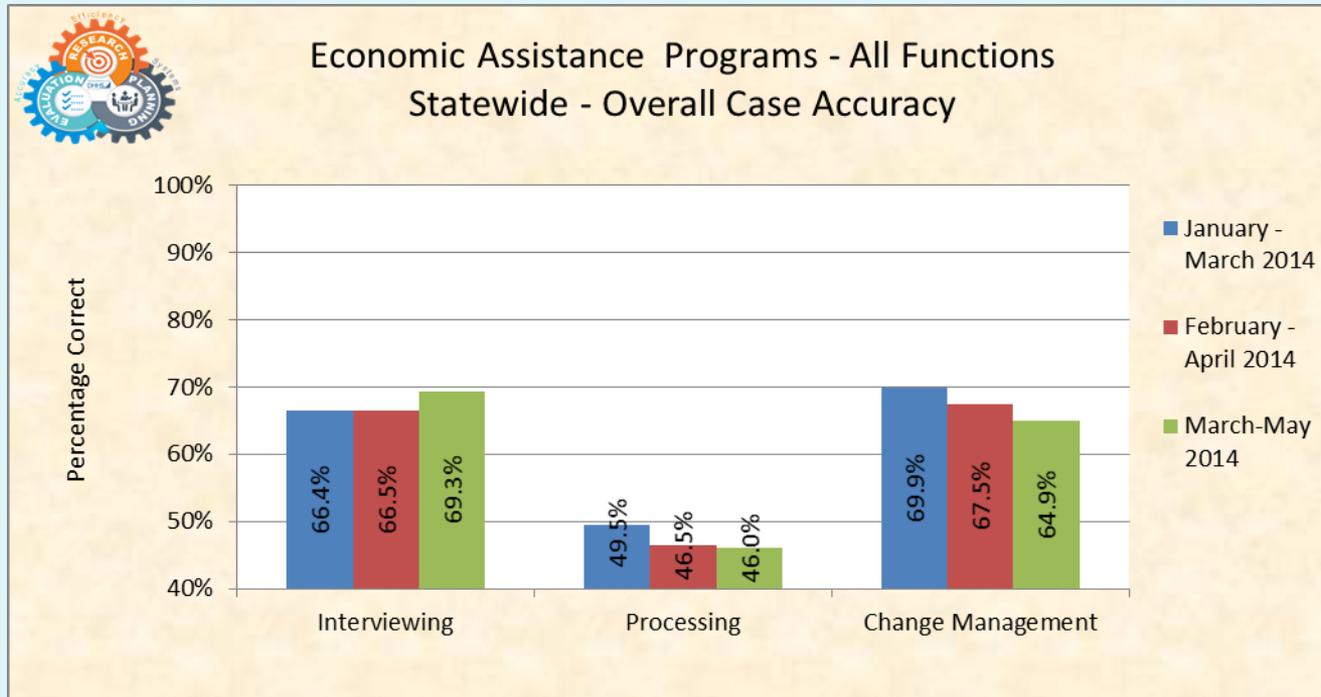
SNAP: Timeliness



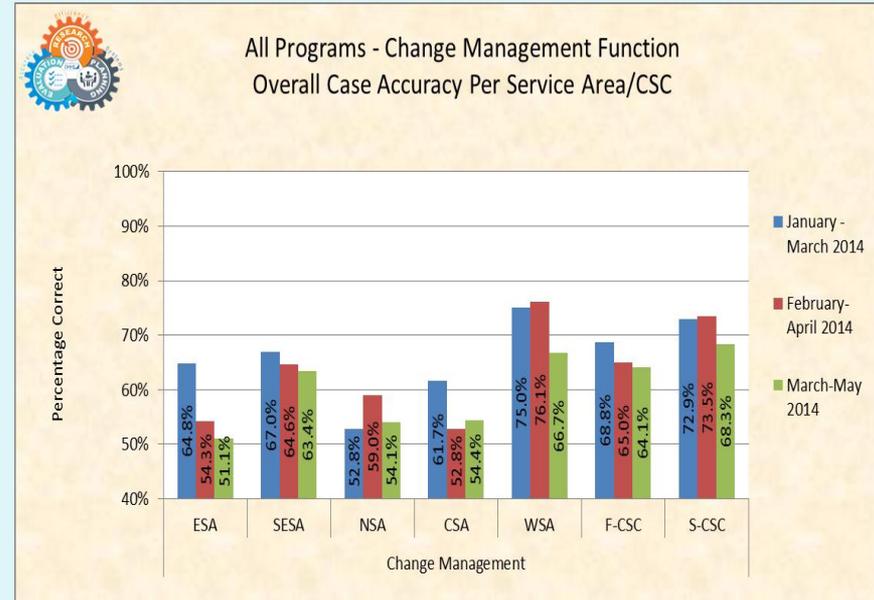
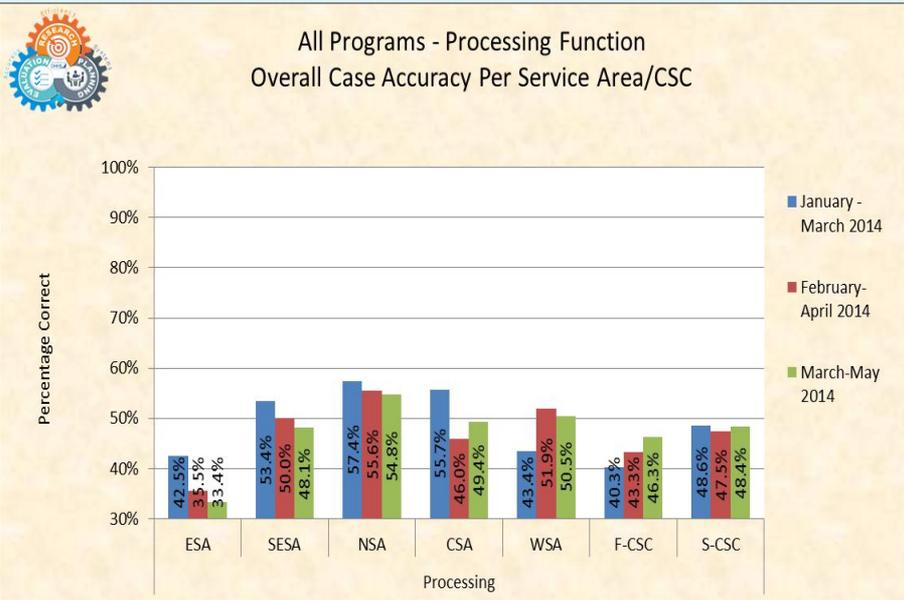
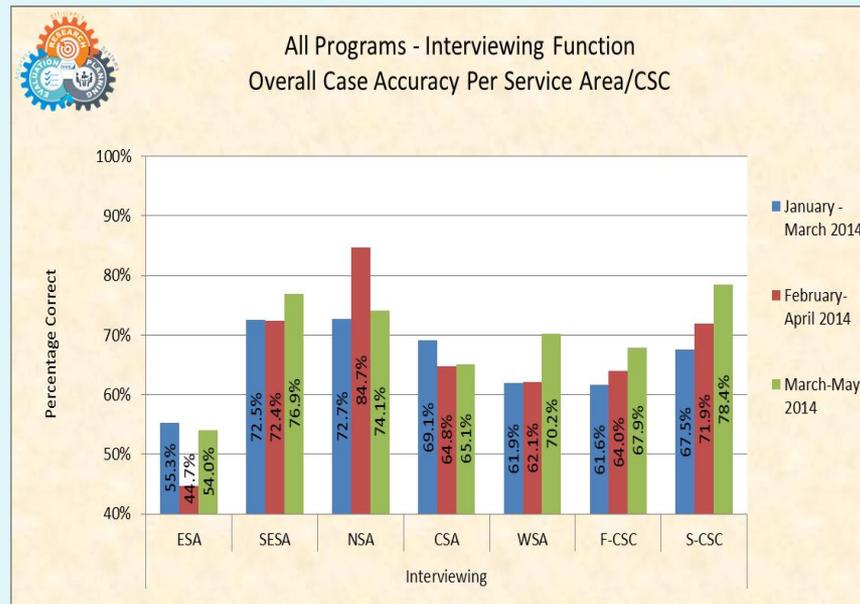
Teri C. & Brian S.



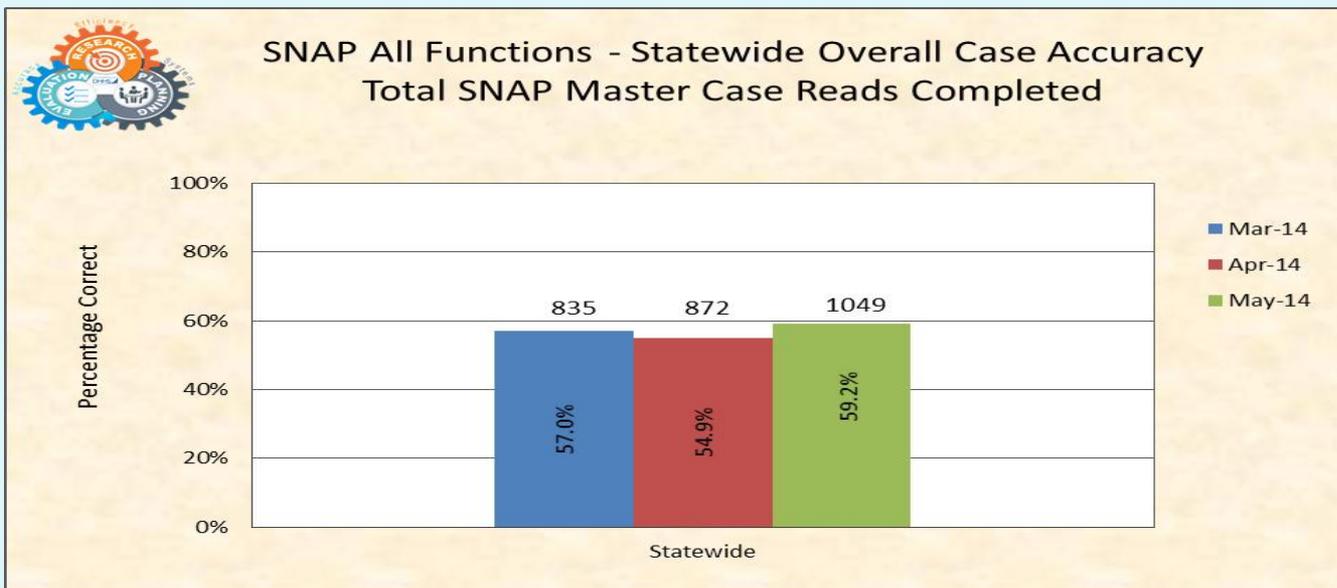
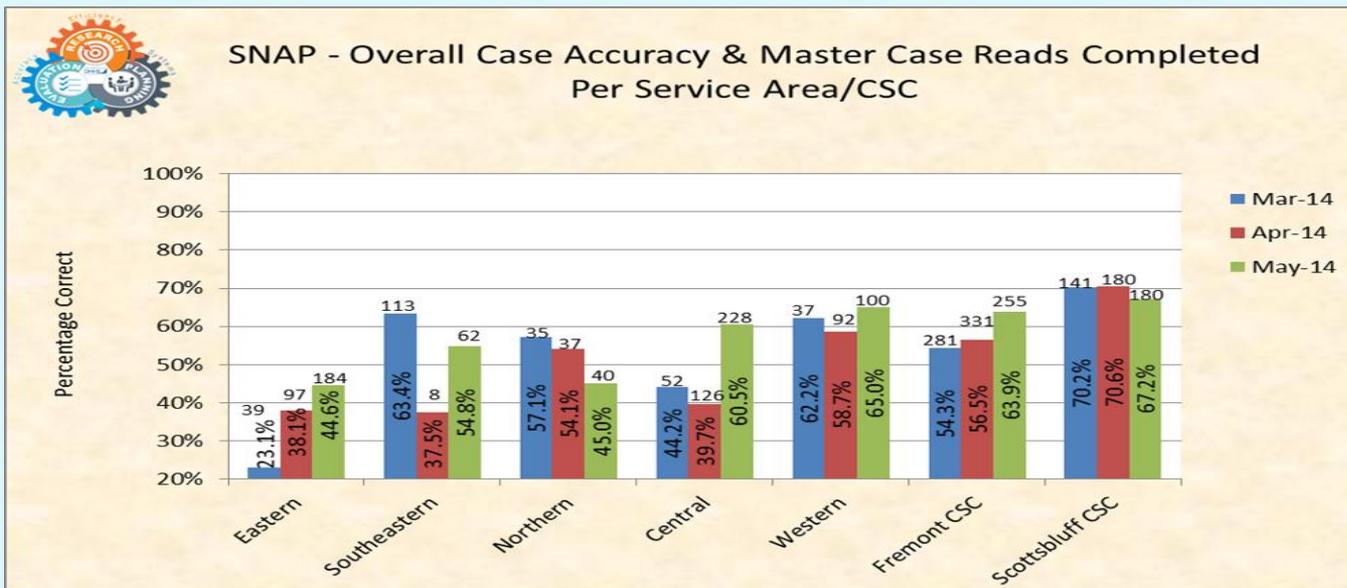
All Programs Reviewed



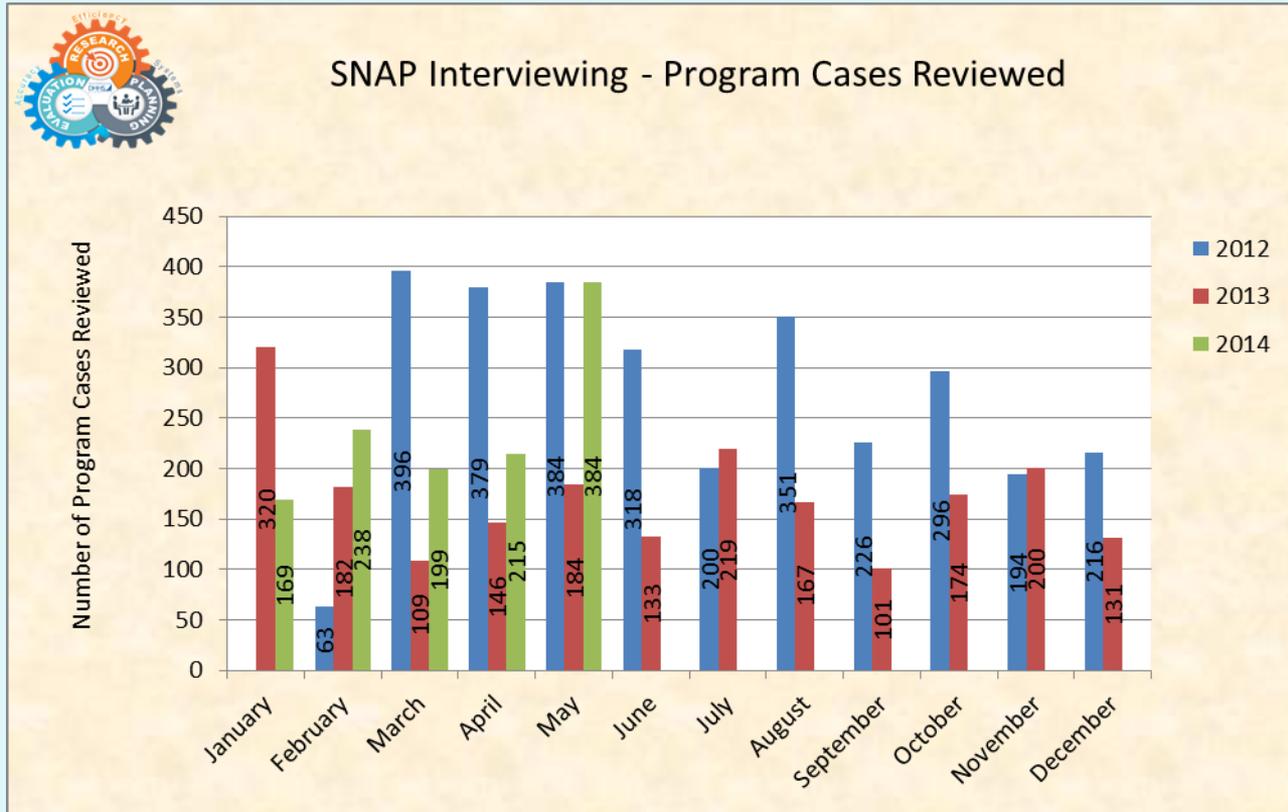
All Programs Reviewed



SNAP Accuracy



SNAP Interviewing Program Case Reads



SNAP: Interviewing

Strengths/Accomplishments:

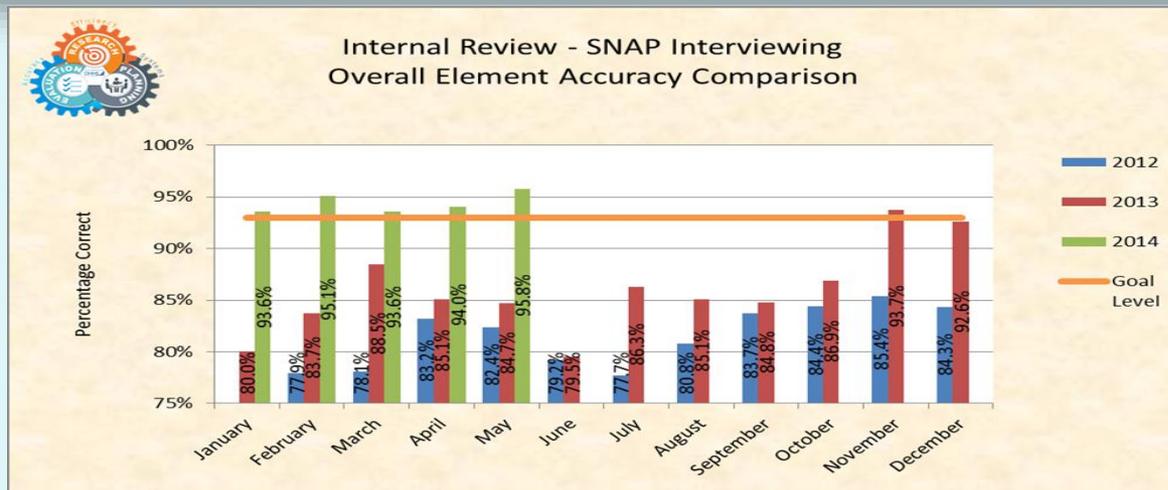
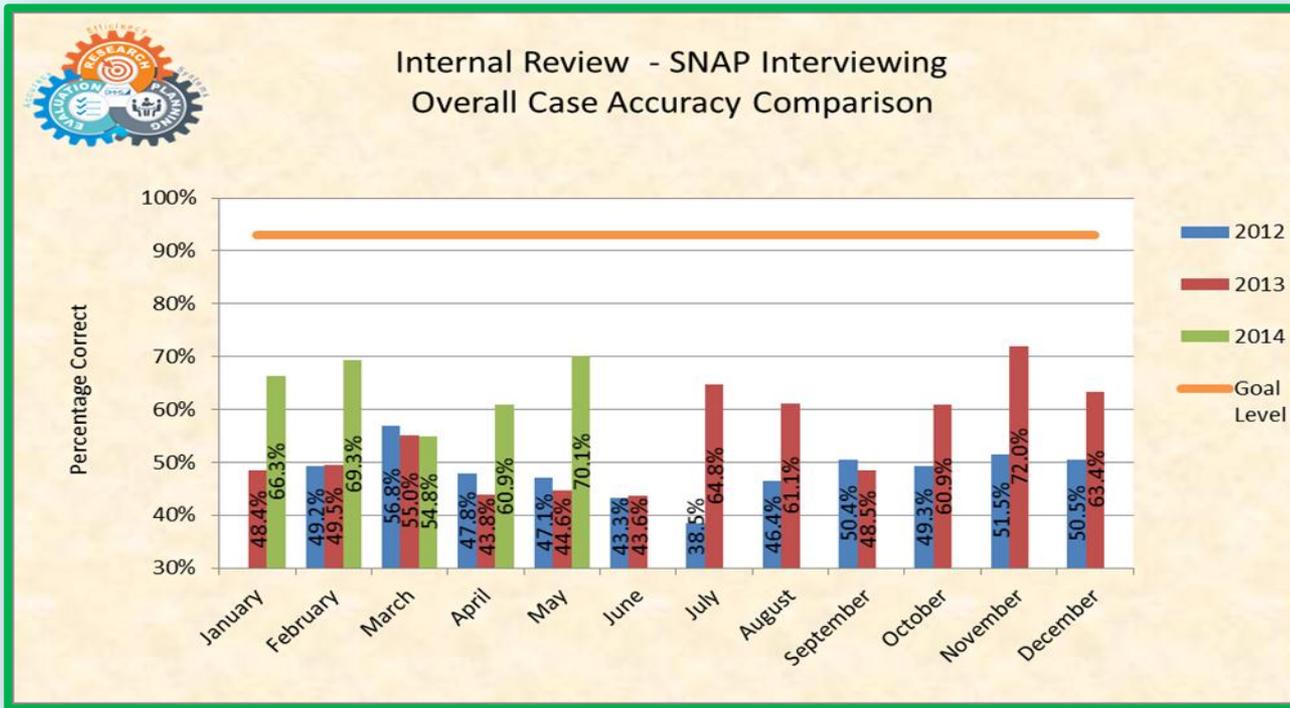
R.E.P. Released:

1. Interview Tracking: 6/2/2014
2. Scheduling Interviews 6/16/2014

Action Items:

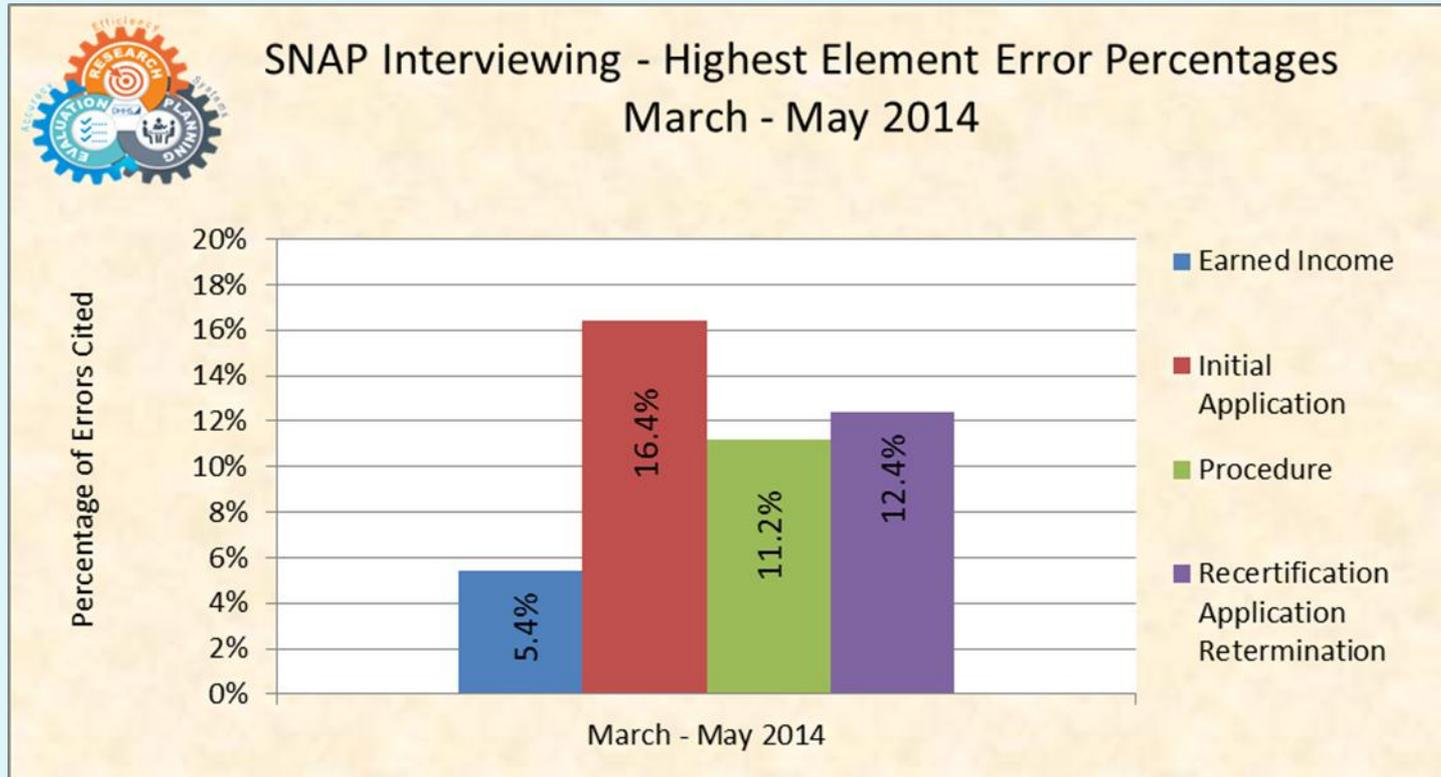
Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

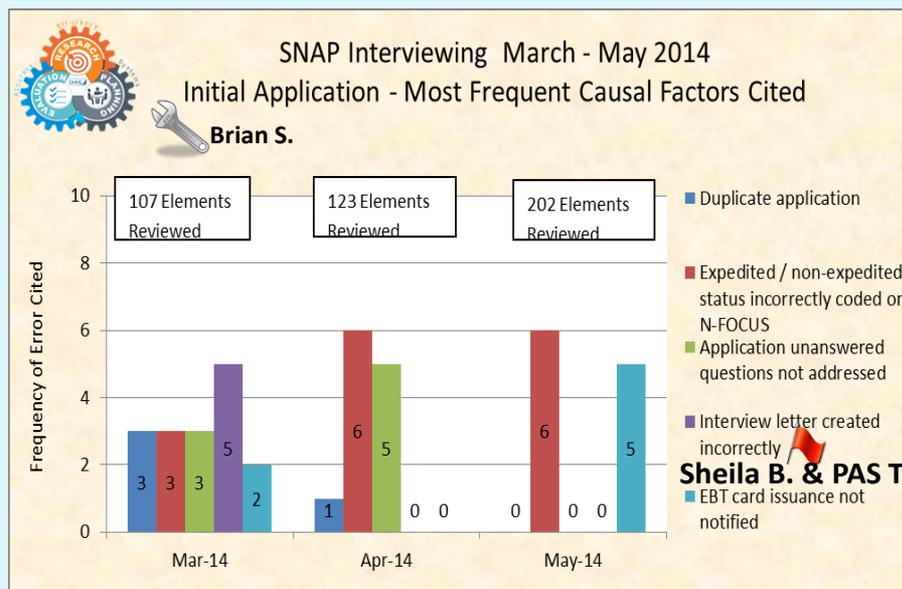
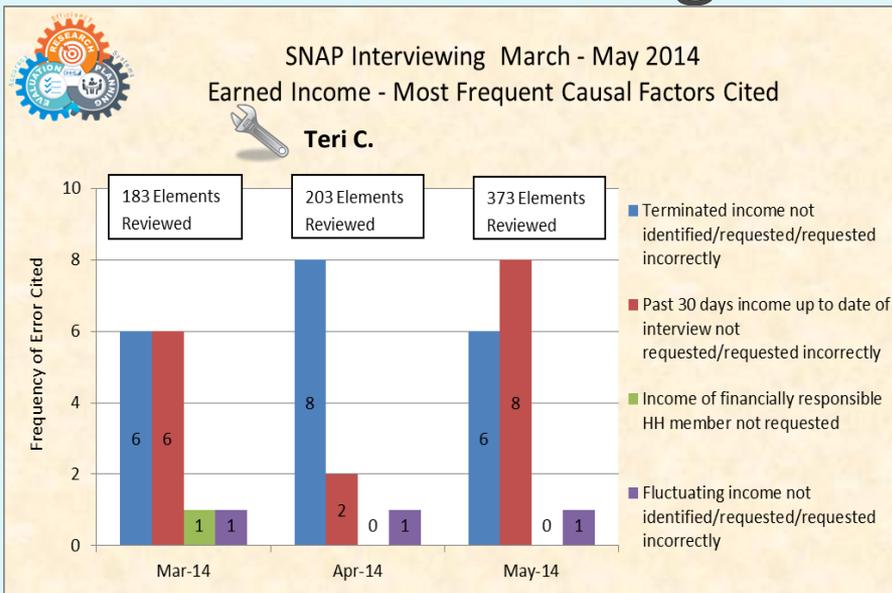


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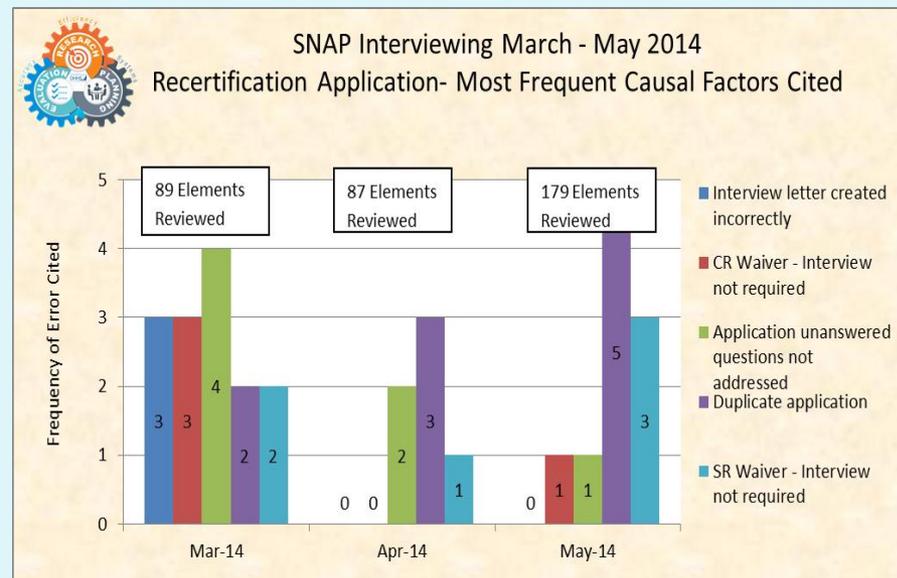
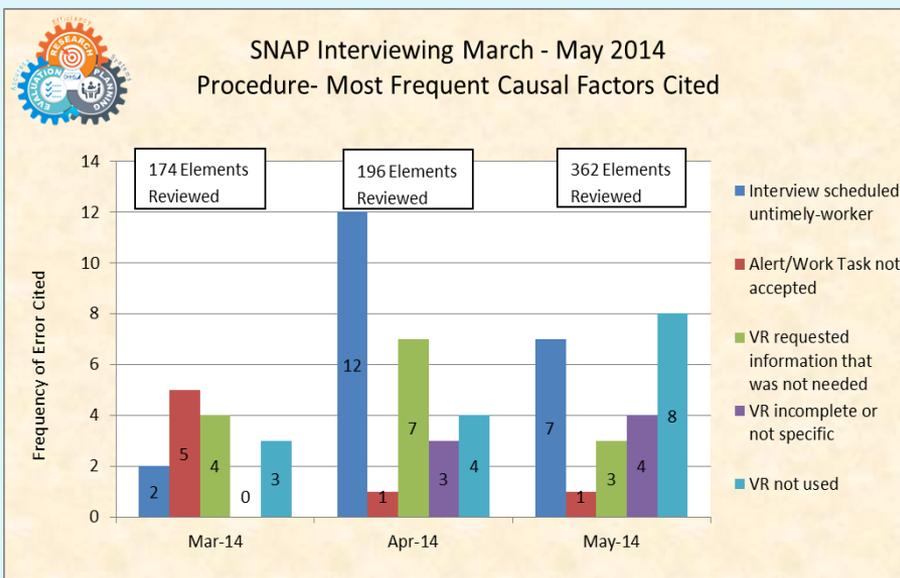
SNAP: Interviewing



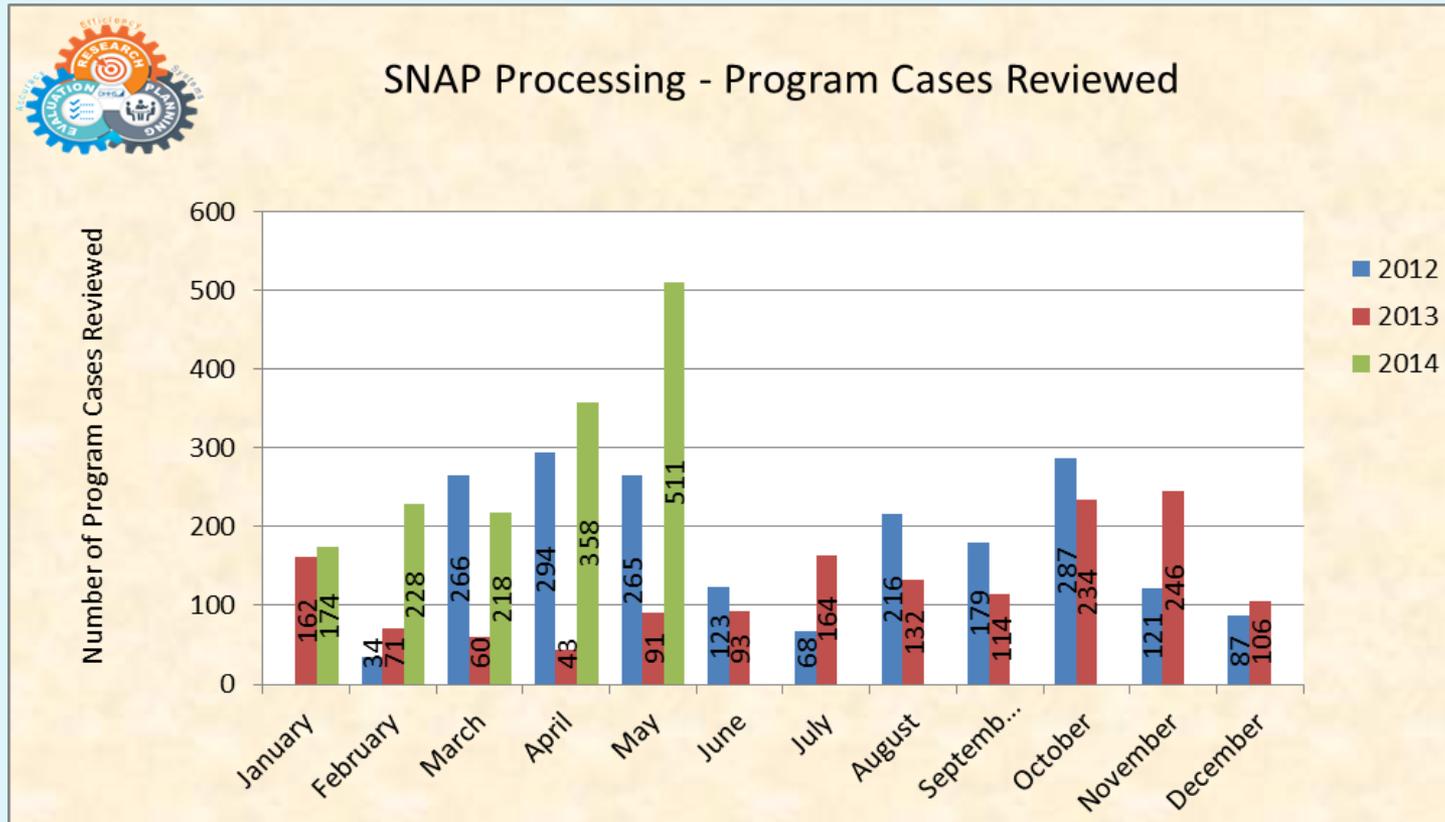
SNAP: Interviewing



Sheila B. & PAS Team



SNAP Processing Program Case Reads



SNAP: Processing

Strengths/Accomplishments:

Captivate Video released:

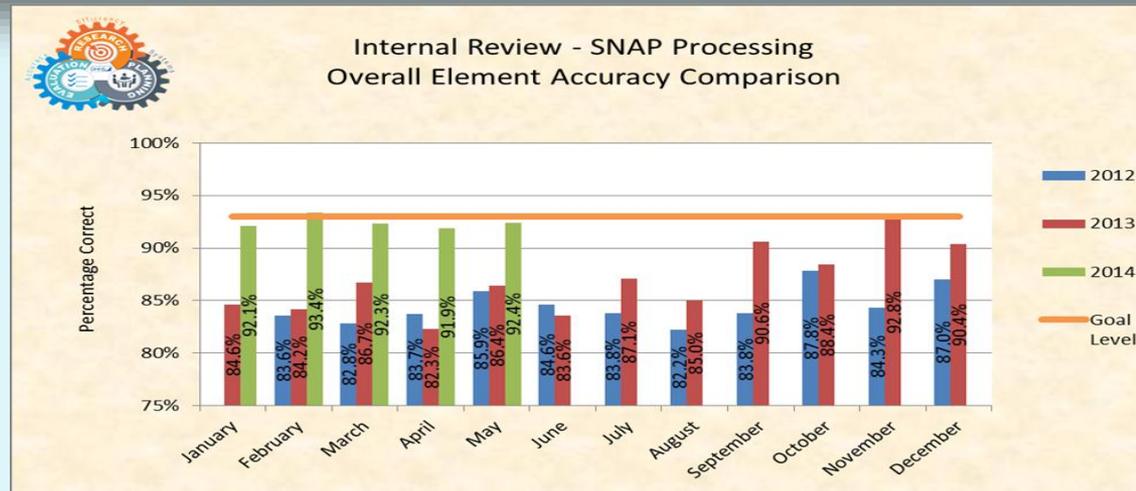
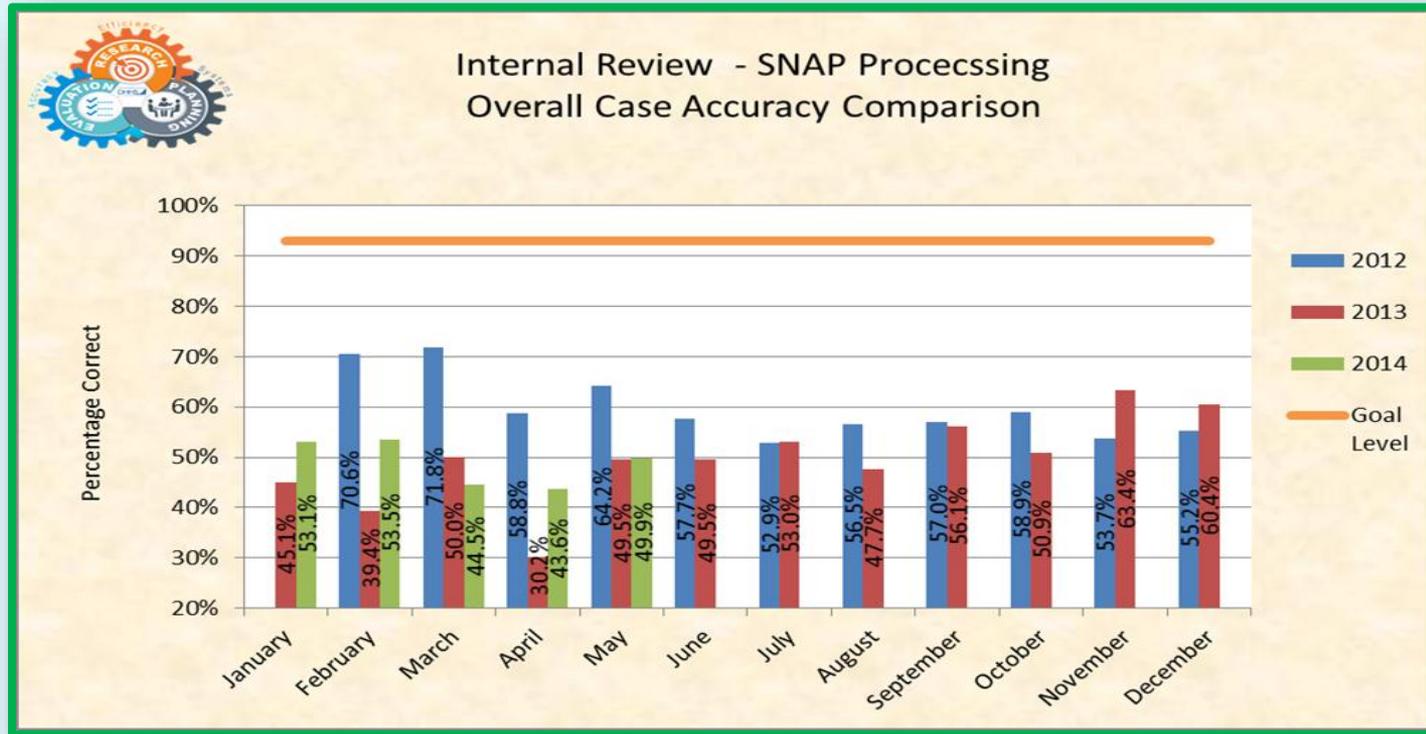
1. Handling Resources: 6/16/2014

Action Items:

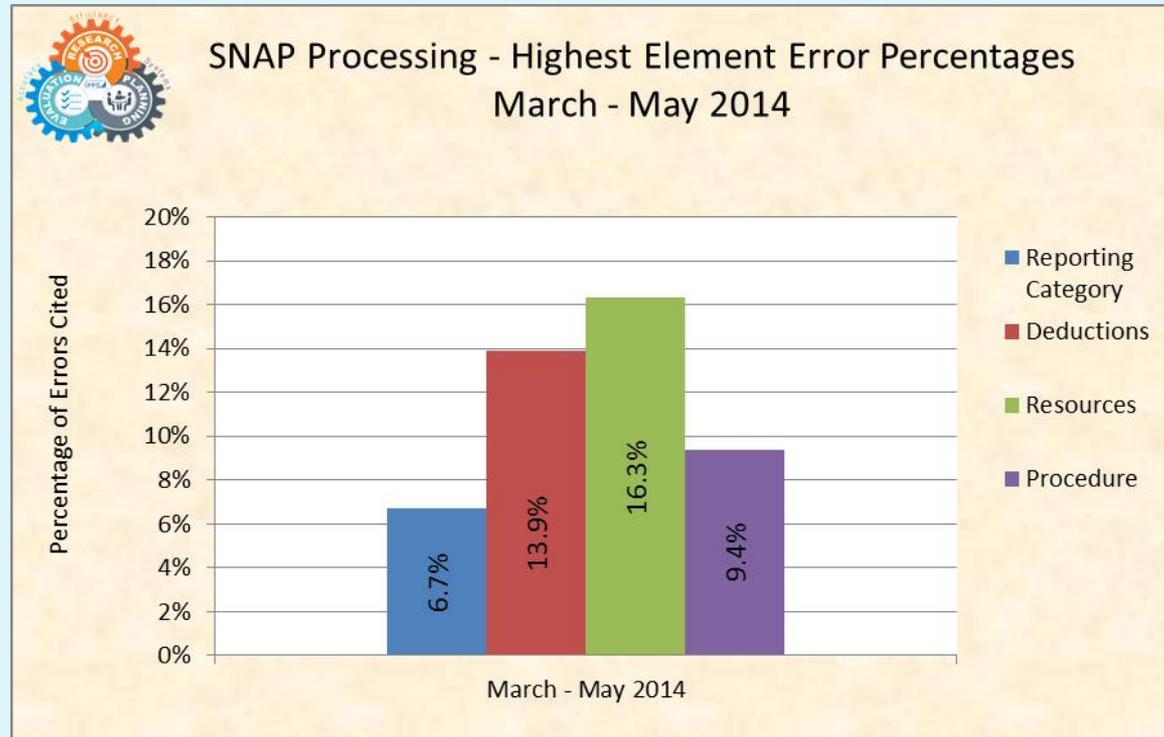
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

Barriers:

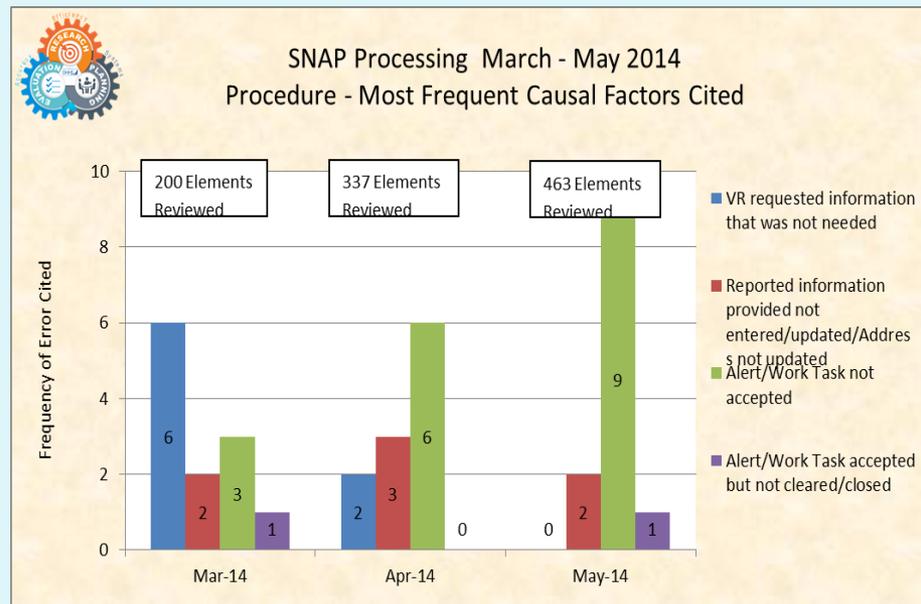
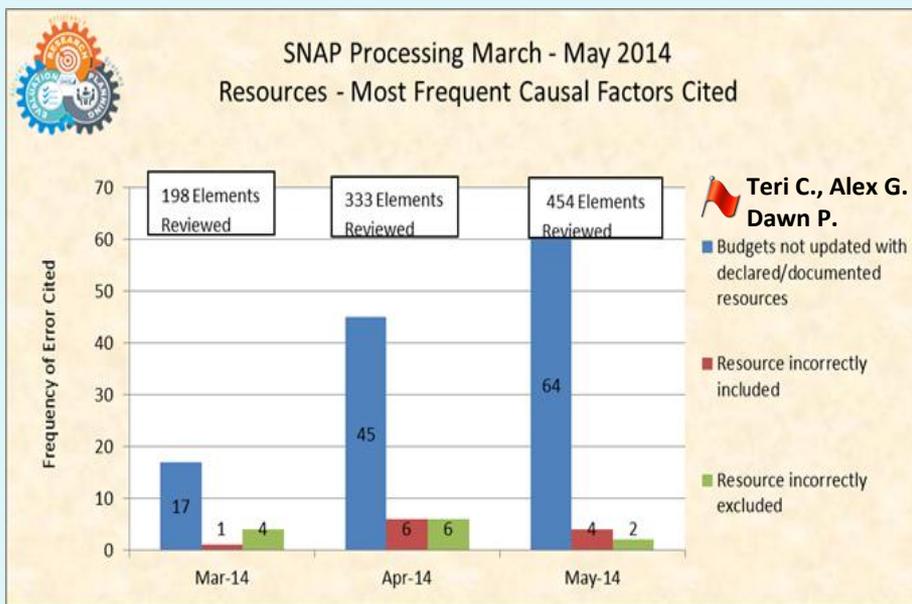
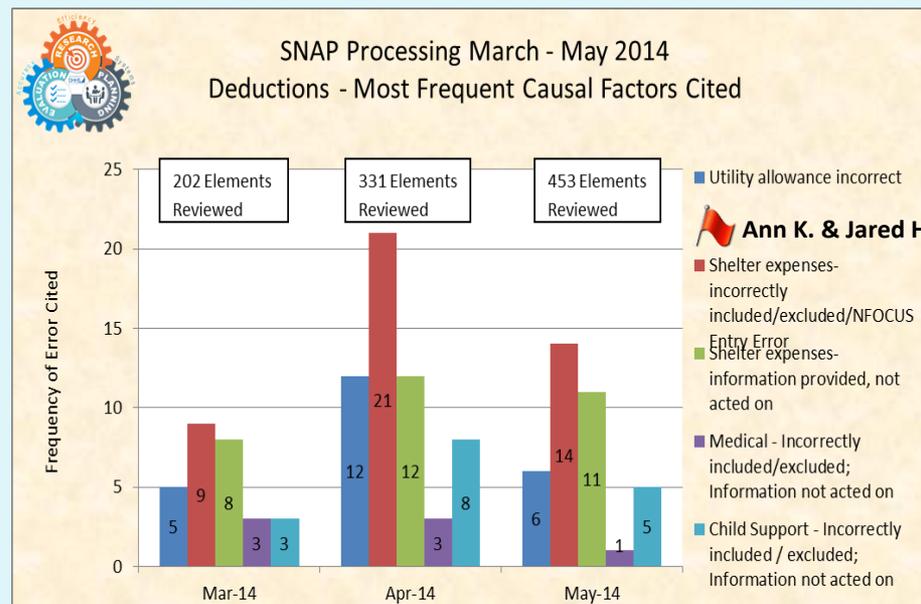
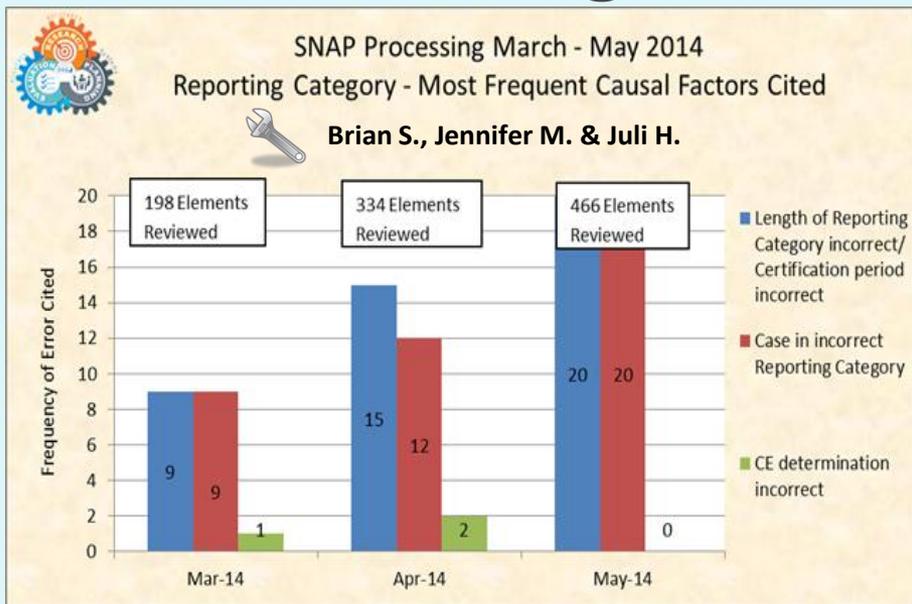
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



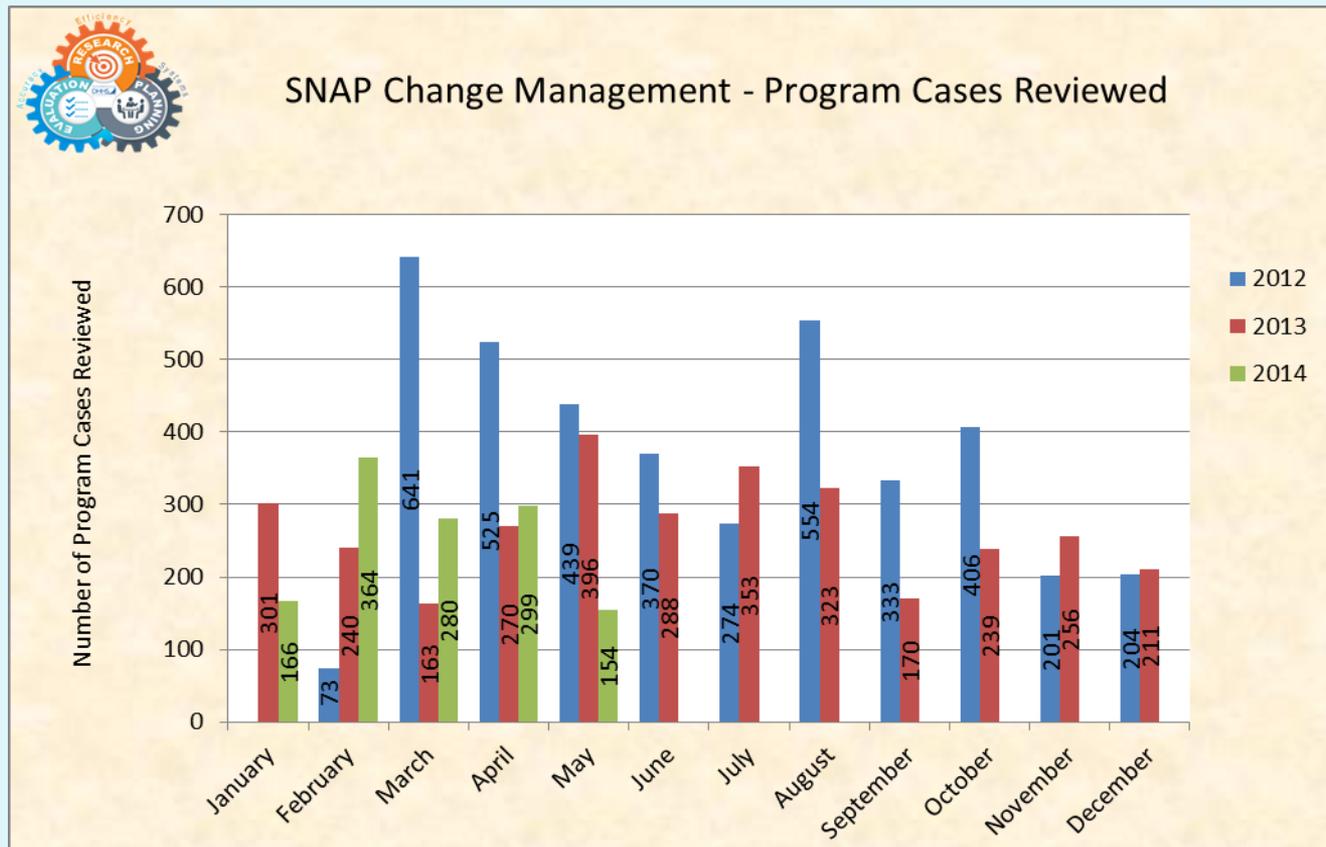
SNAP: Processing



SNAP: Processing



SNAP Change Management Program Case Reads



SNAP: Change Management

Strengths/Accomplishments:

Captive Video released:

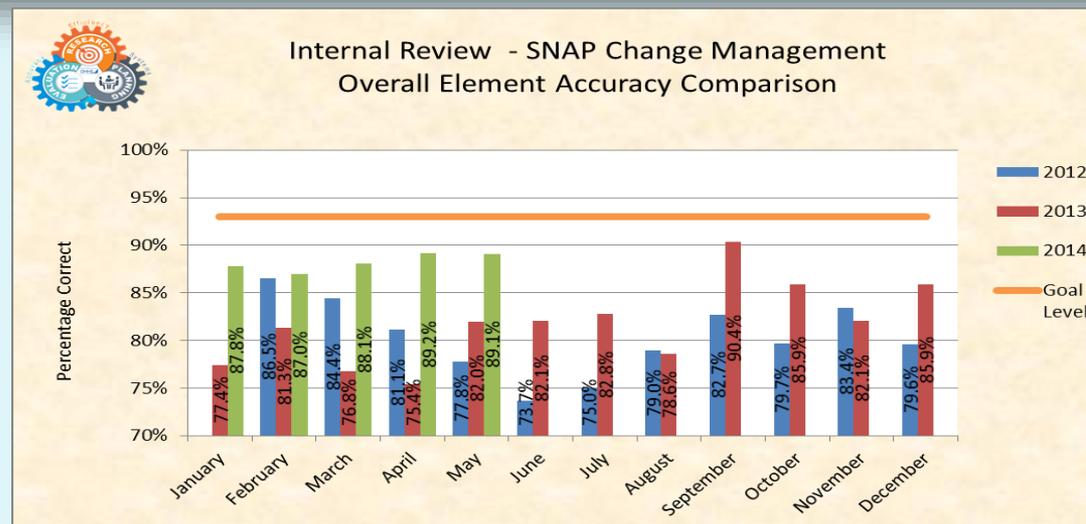
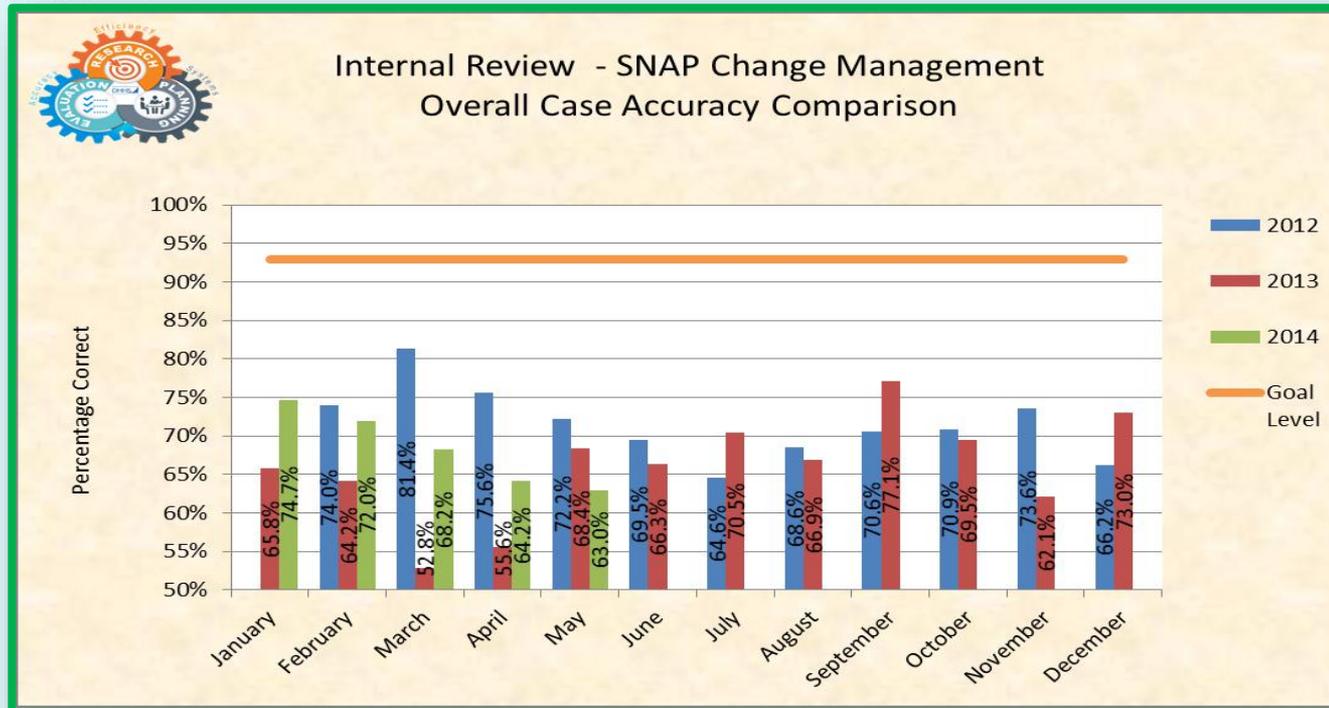
1. Handling Resources: 6/16/2014

Action Items:

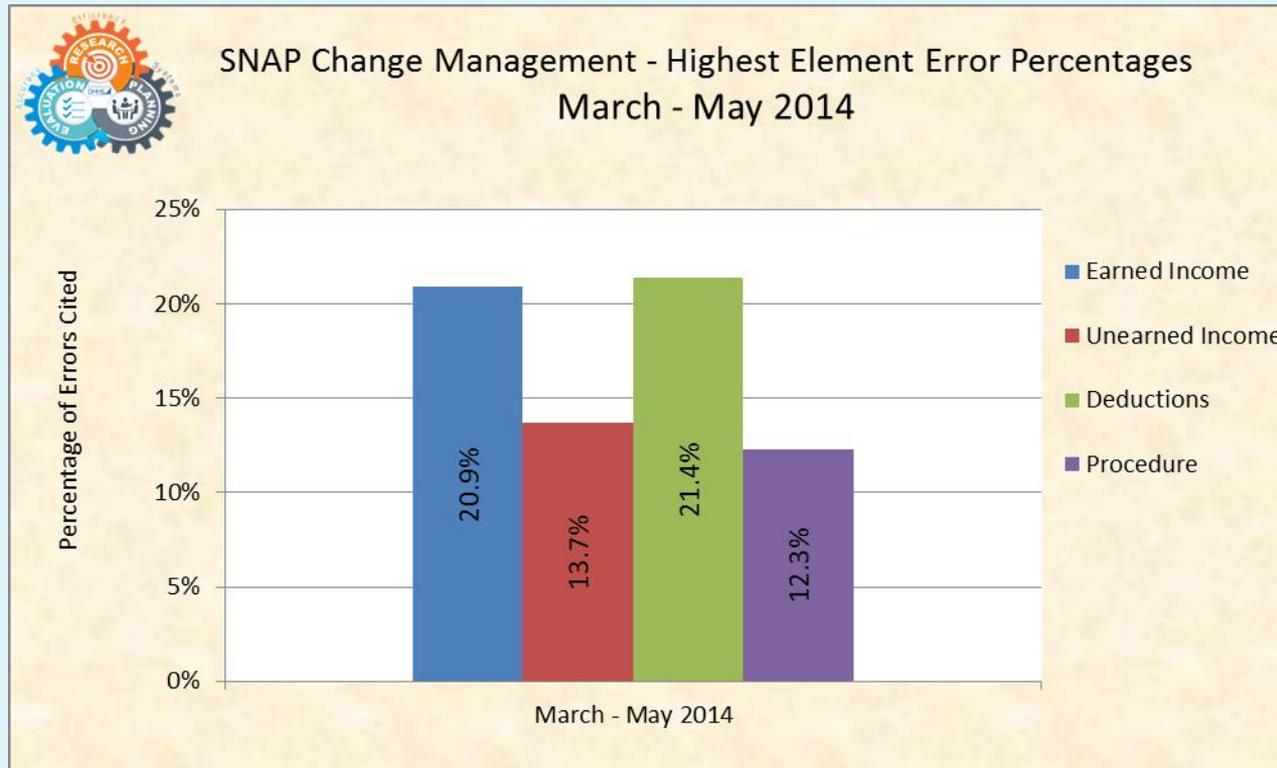
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

Barriers:

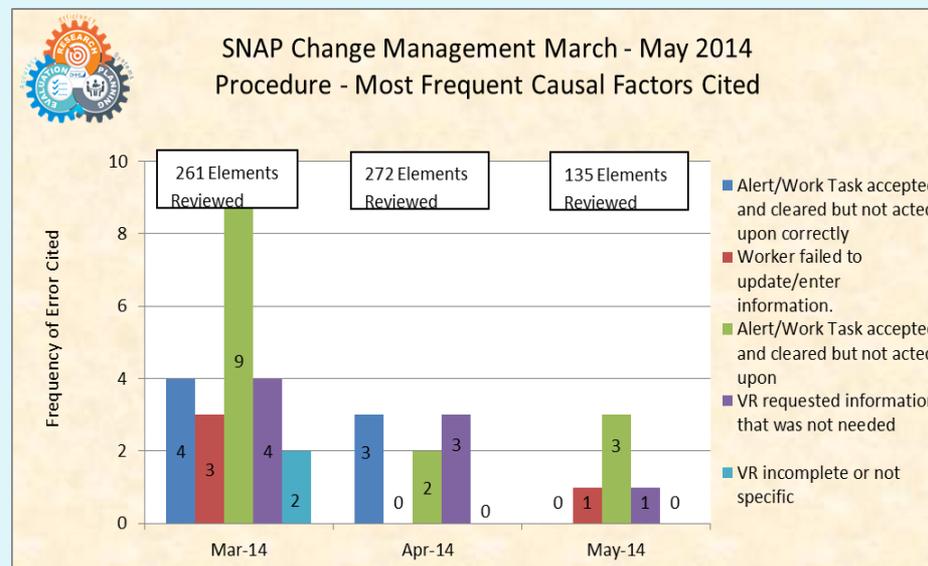
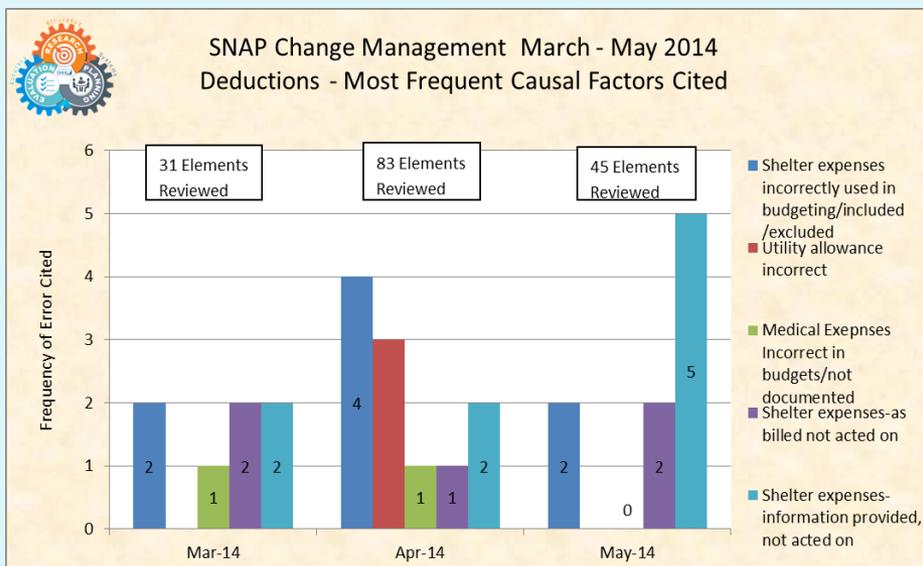
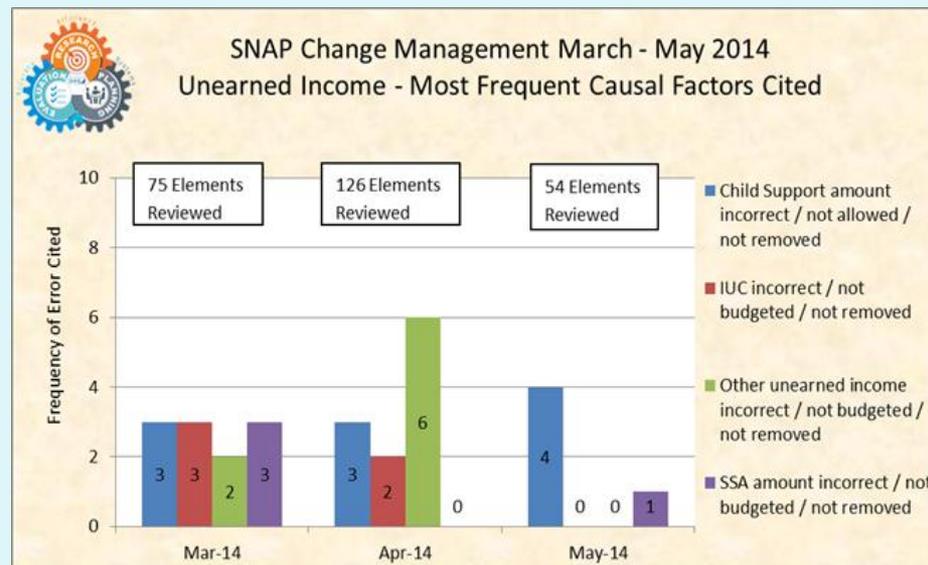
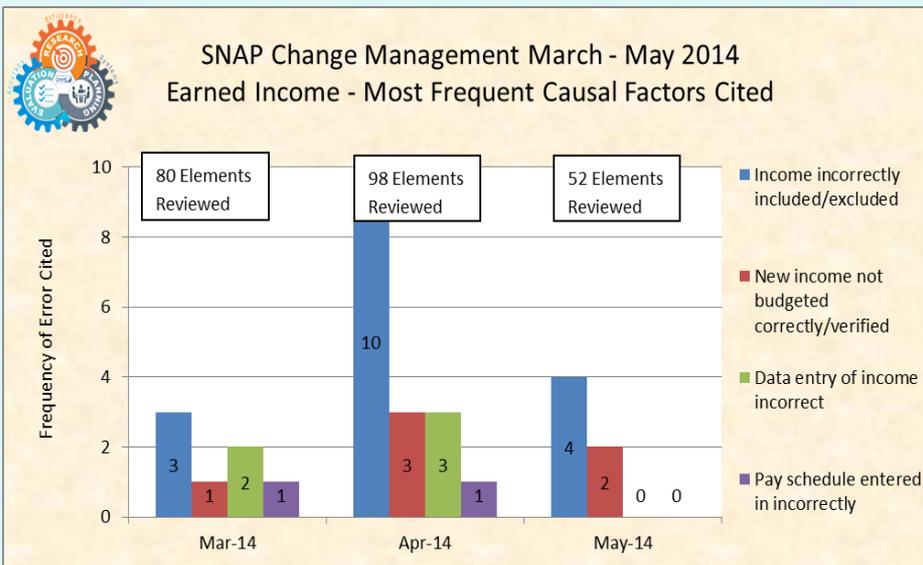
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



SNAP: Change Management



SNAP: Change Management



SNAP: Steps to Improvement



Timeliness:

- Clarification on when a SNAP application can be received for review: Teri Chasten
- Clarification on denials of applications when interviews were scheduled late: Teri Chasten.

Interviewing:

- Application month income tip and update to EIV: Teri Chasten
- Turning off SNAP Expedited indicator switch: Brian Svoboda

Processing:

- One time report on cases that are in the wrong Category: Brian Svoboda
- Quiz on Reporting Category: Juli Hansen and Jennifer Miller



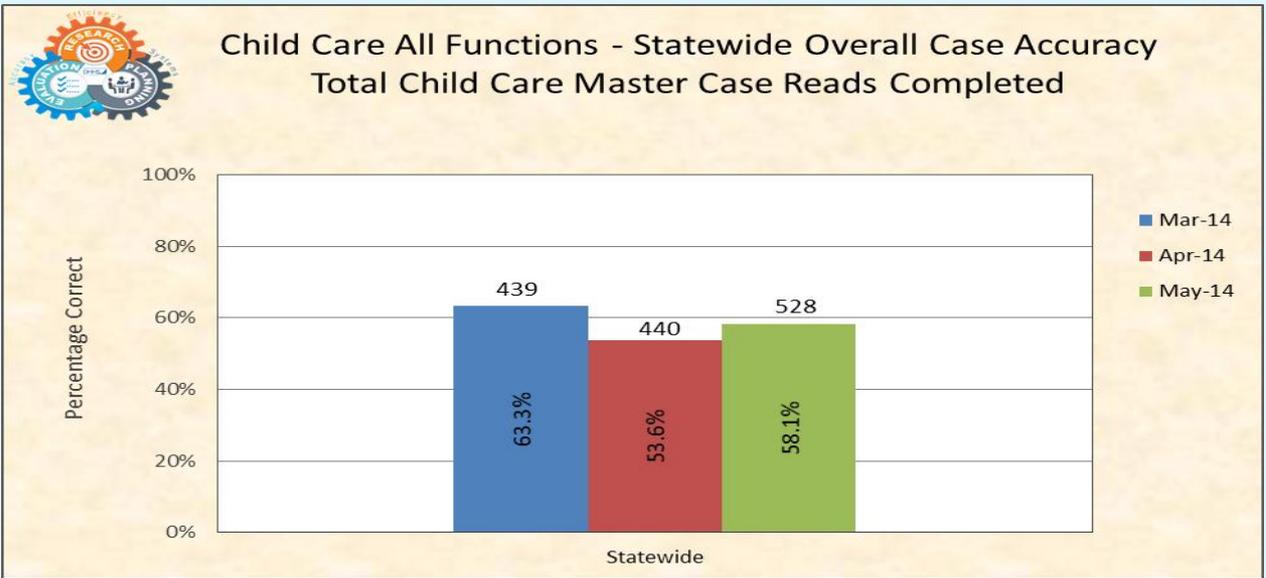
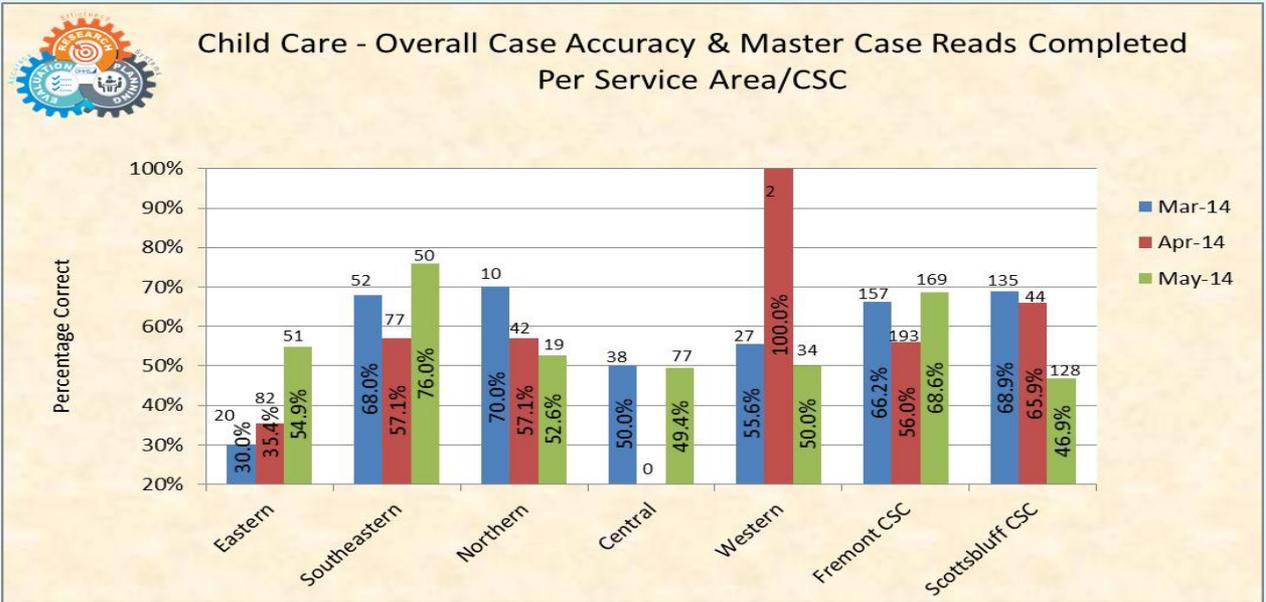
Interviewing:

- Interview letter created incorrectly: Shelia Bacon (*PDSA*) and PAS Team (*Weekly R.E.P.*)

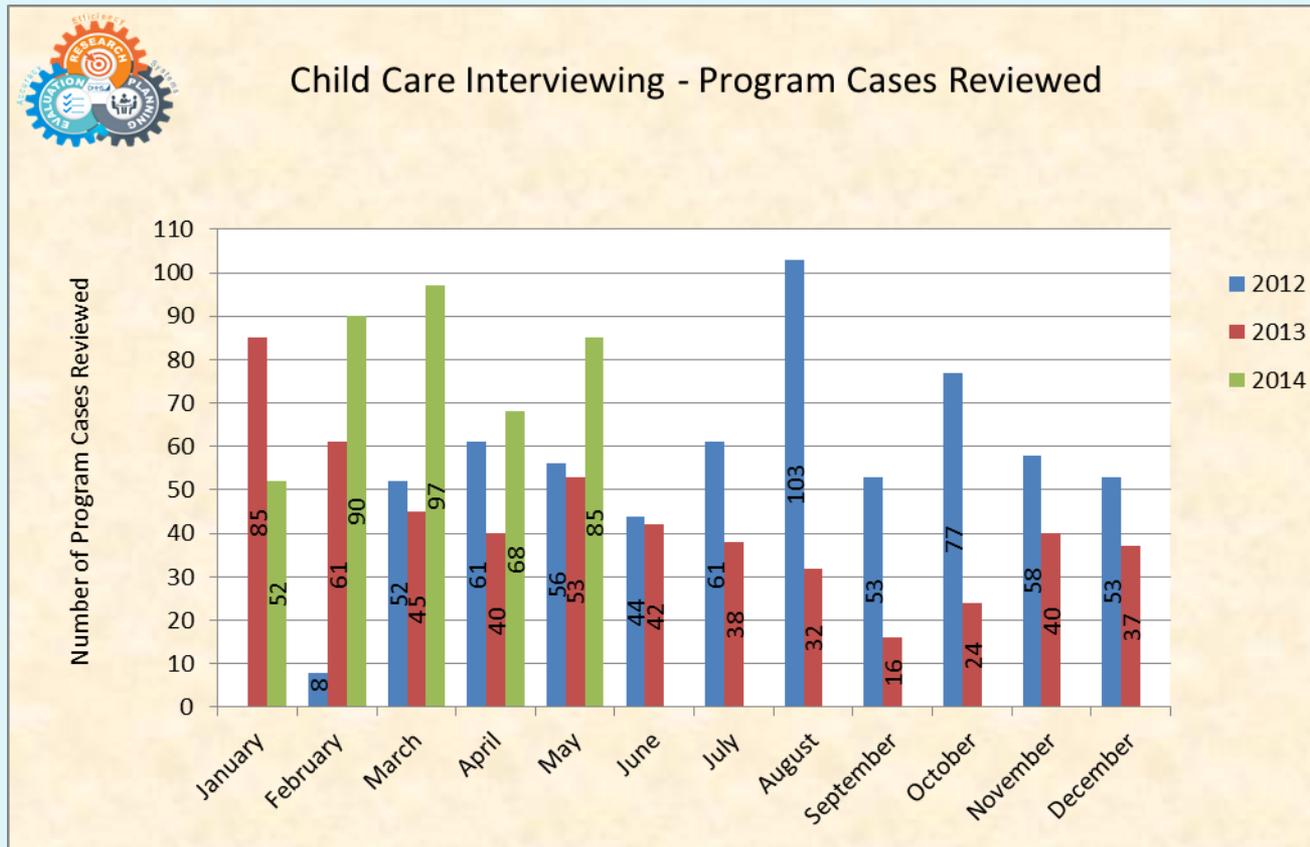
Processing:

- Shelter expenses included/excluded/NFOCUS Entry: Ann Kawata and Jared Hurst
- Training/Tip for follow-up questions to be asked during the interview: Alex Garcia and Dawn Peatrowsky
- Budgets not updated with declared/documentated Resources: Teri Chasten (*memo released on 5/30/2014*)

Child Care Accuracy



Child Care Interviewing Program Case Reads



Child Care: Interviewing

Strengths/Accomplishments:

R.E.P. Released:

1. CC Services not Authorized: 5/26/2014
2. CC Income: 6/9/2014

R.E.P. Released:

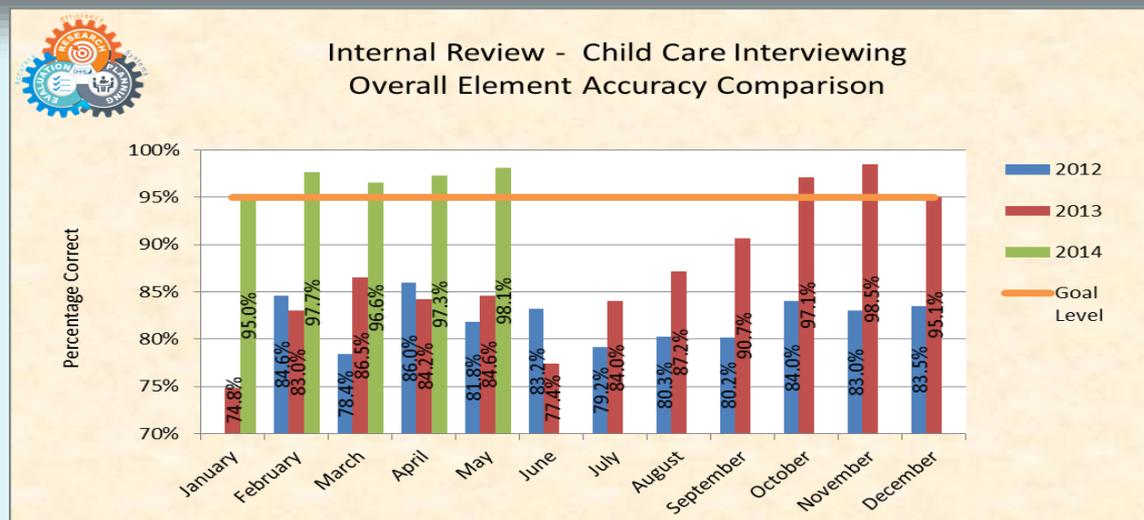
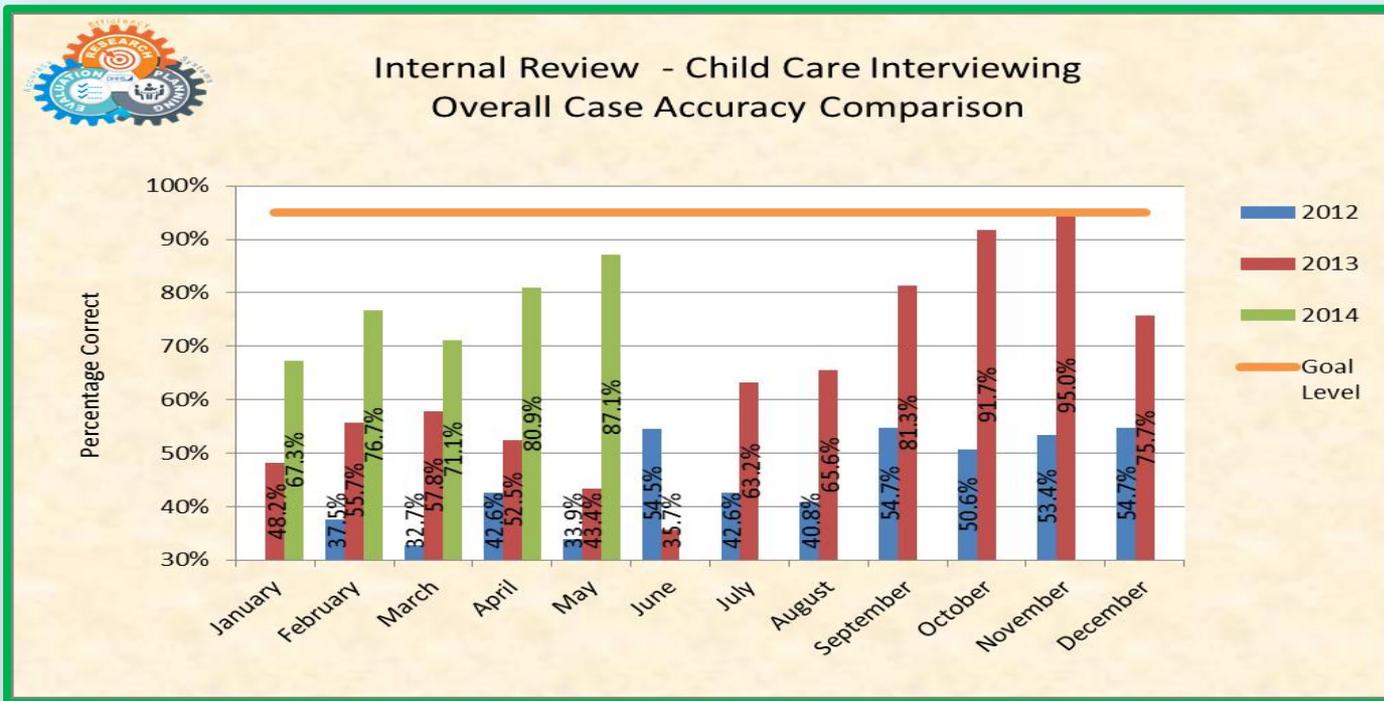
1. Interview Tracking: 6/2/2014
2. Scheduling Interviews 6/16/2014

Action Items:

1. SCR 13158 for July 13 will list the most recent authorizations at the top of the list.
2. SCR 15370 will fix a bug with rescheduling interviews.

Barriers:

Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

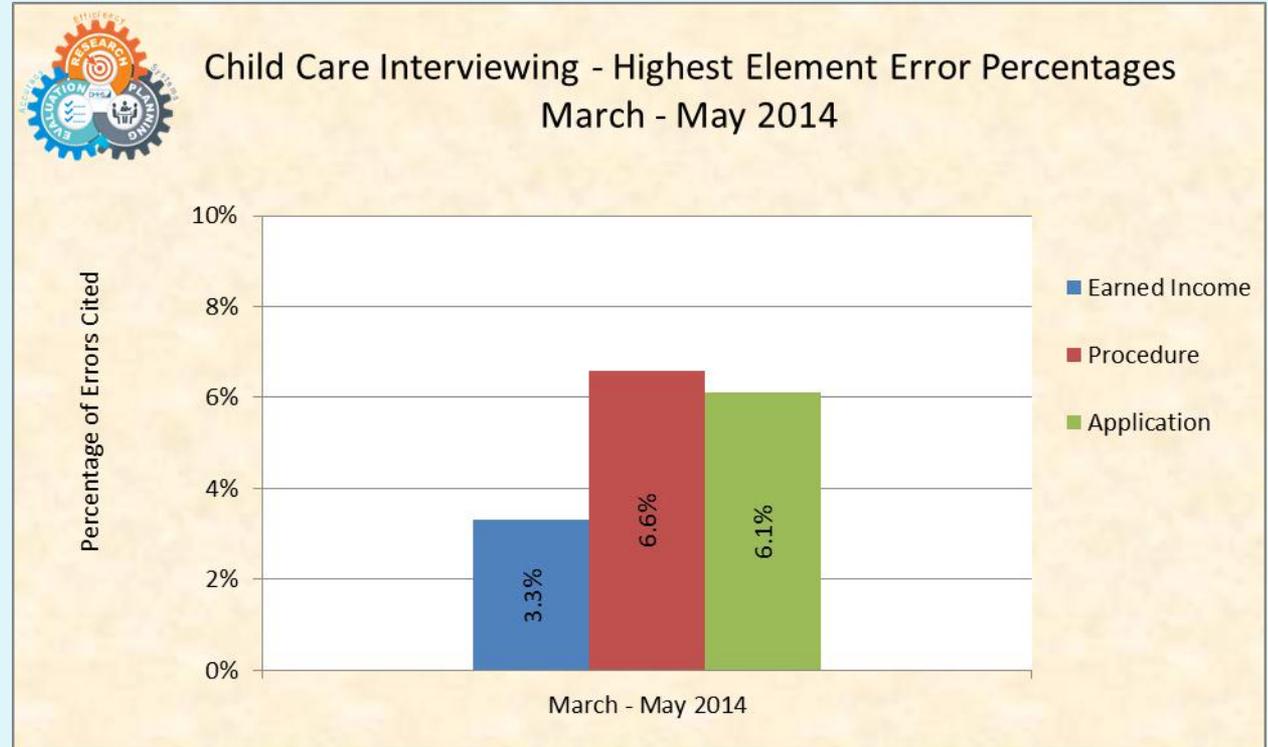


Child Care: Interviewing

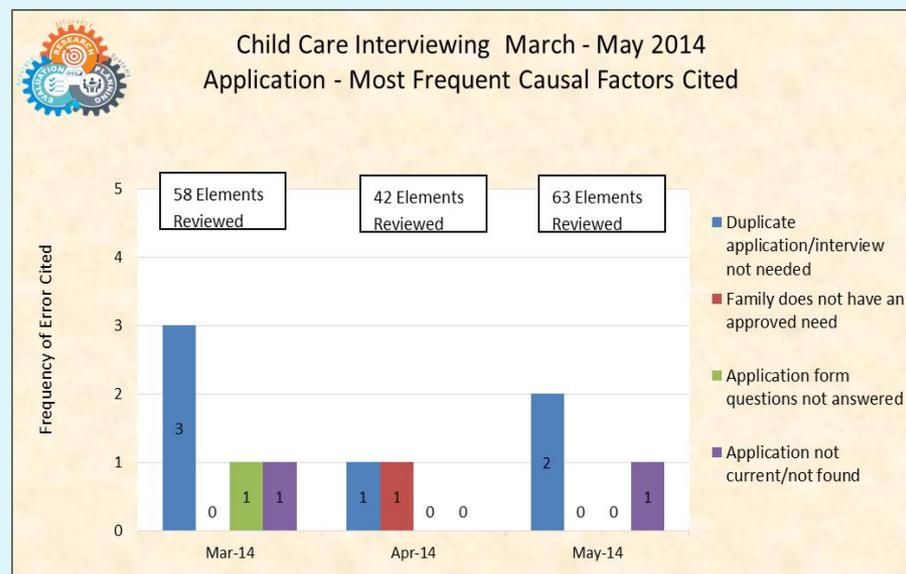
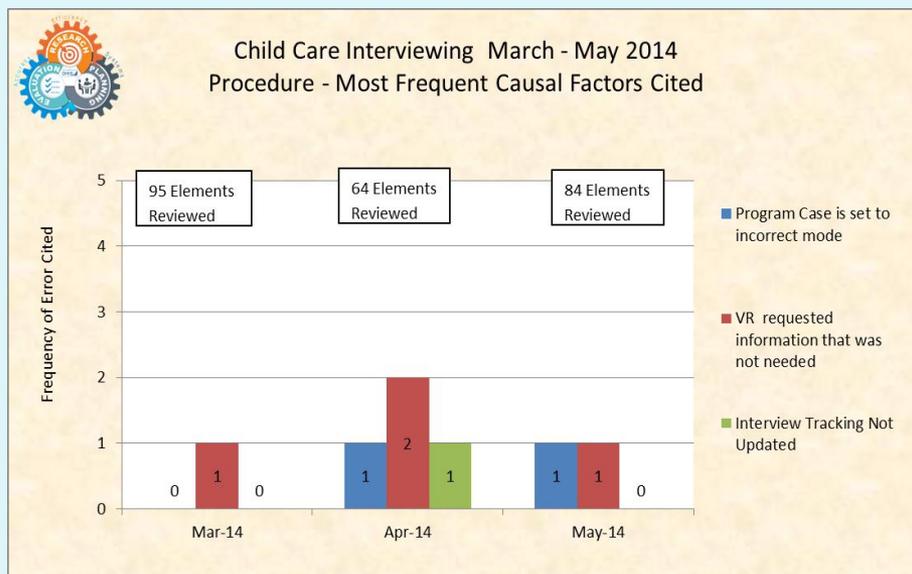
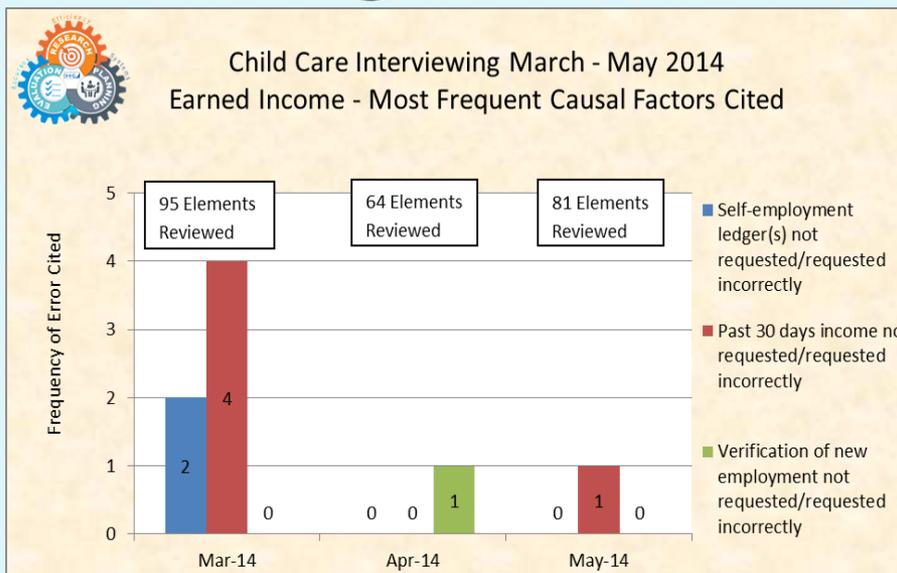
Child Care: Interviewing

Success Stories:

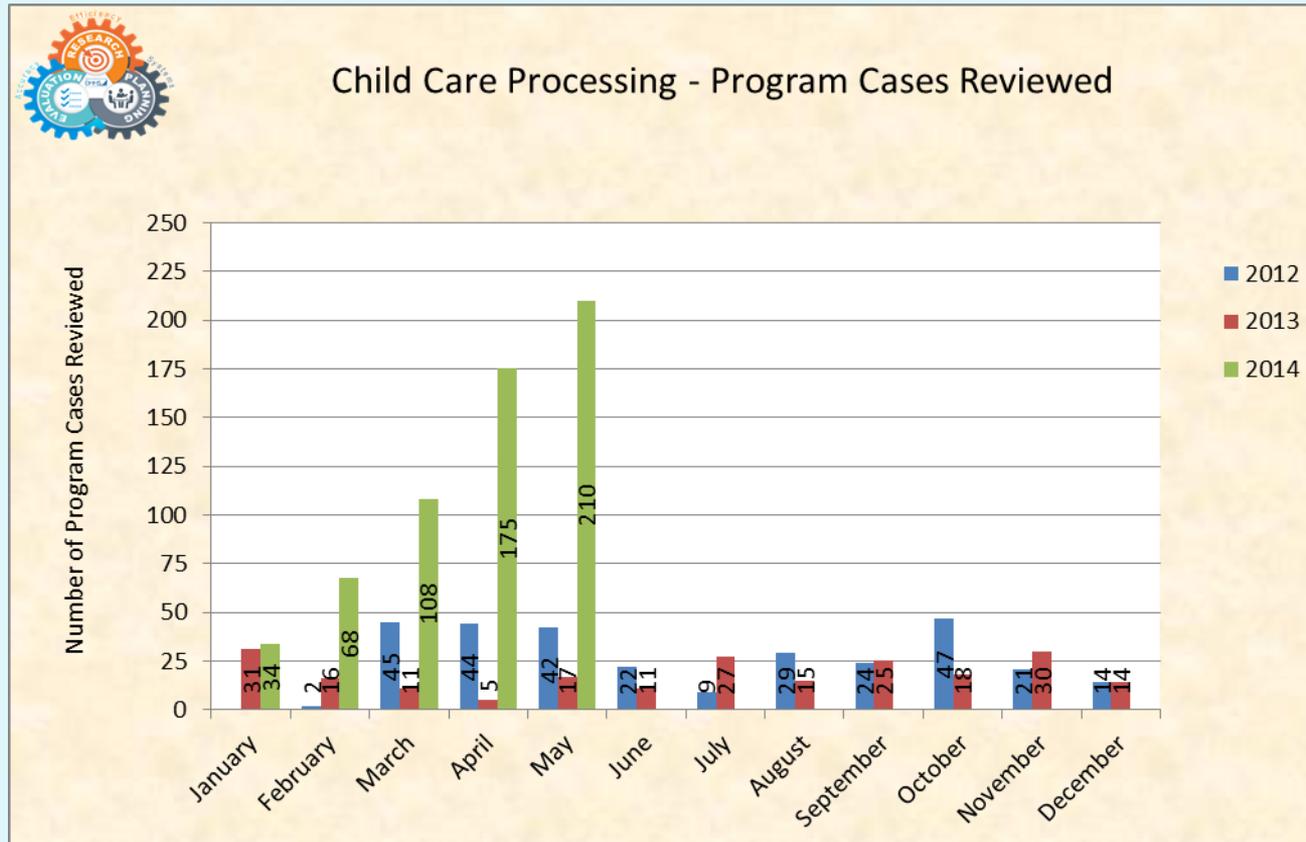
1. Procedure
 - Removed Causal: VR for class schedule not requested, last error cited 2/2014
2. Application
 - Removed Causal: Interview Letter created incorrectly, last error cited 2/2014



Child Care: Interviewing



Child Care Processing Program Case Reads



Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

Child Care: Processing

Strengths/Accomplishments:

Captivate Video released:

1. Closing CC Authorizations: 5/26/2014
2. Handling Resources: 6/16/2014

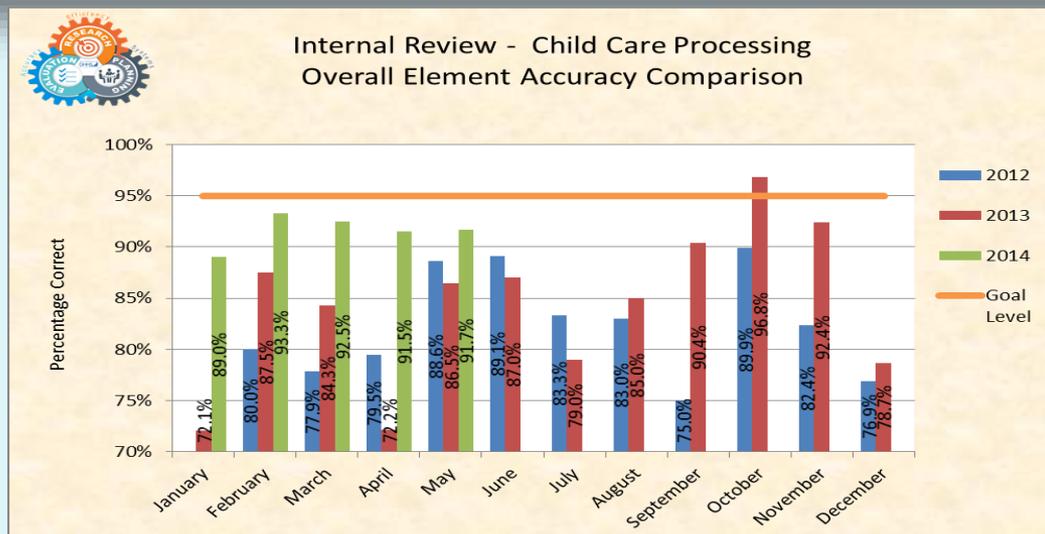
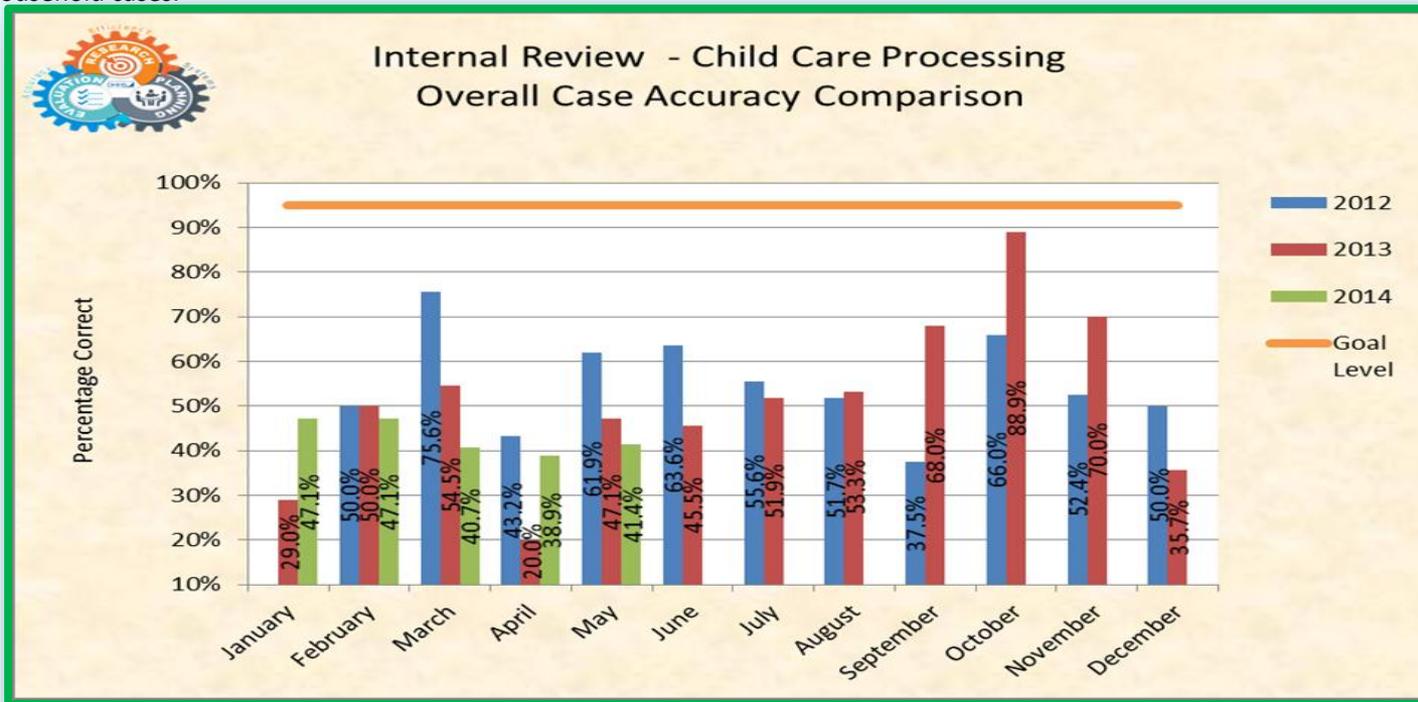
R.E.P. Released:

1. CC Services not authorized: 5/26/2014
2. CC Income: 6/9/2014

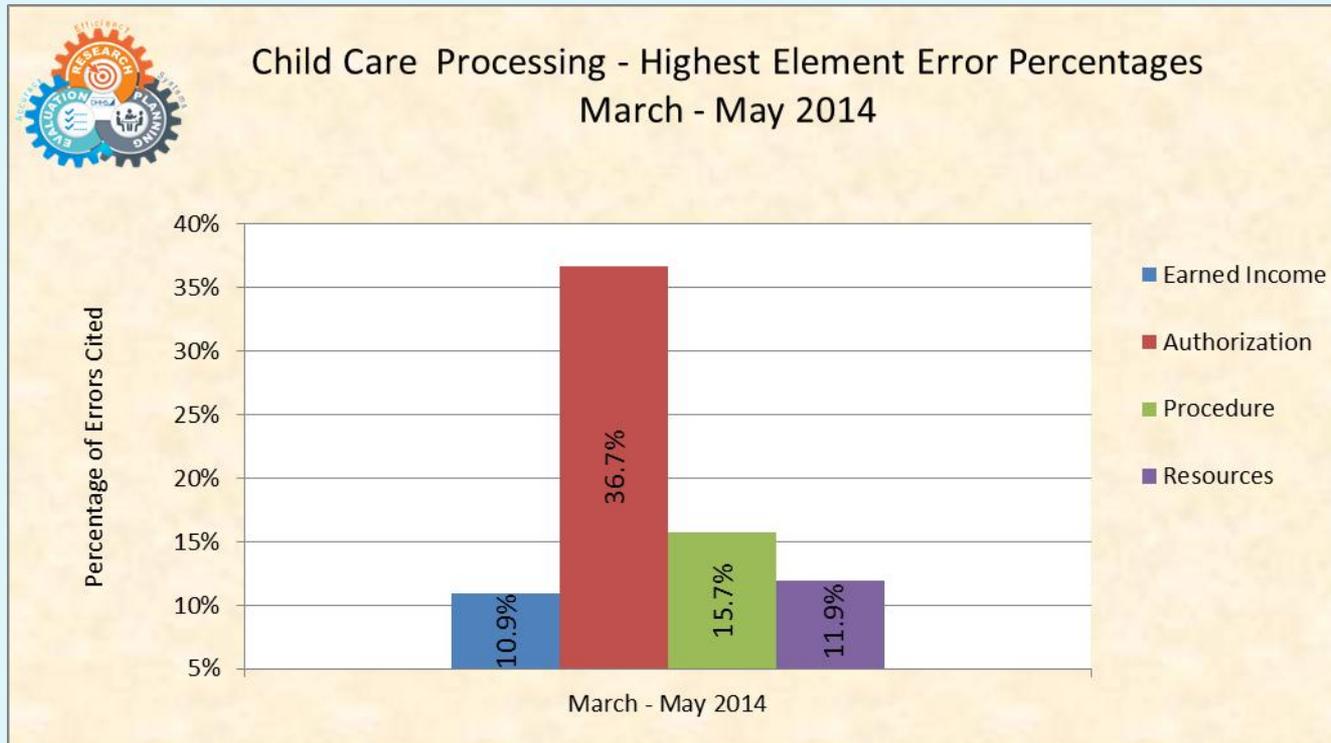
Action Items:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.

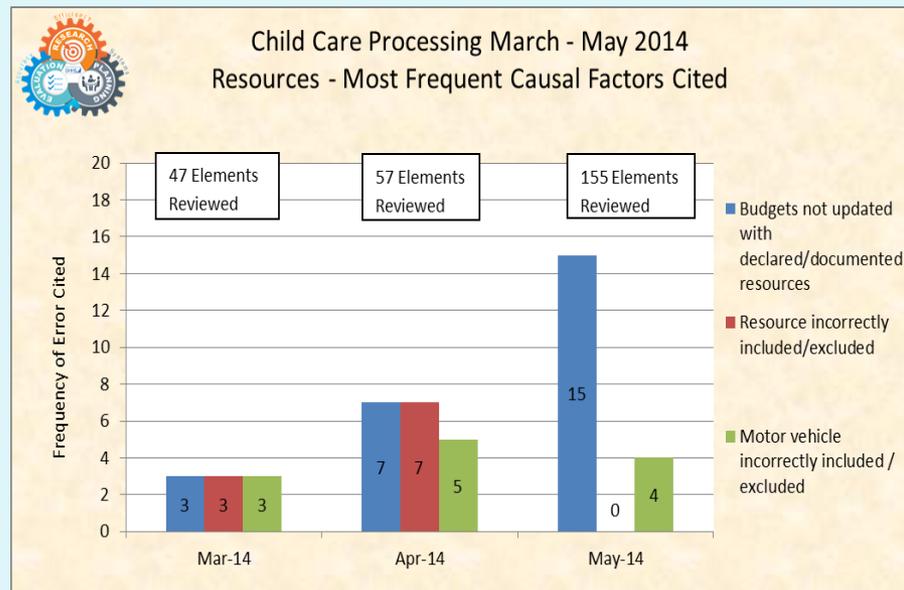
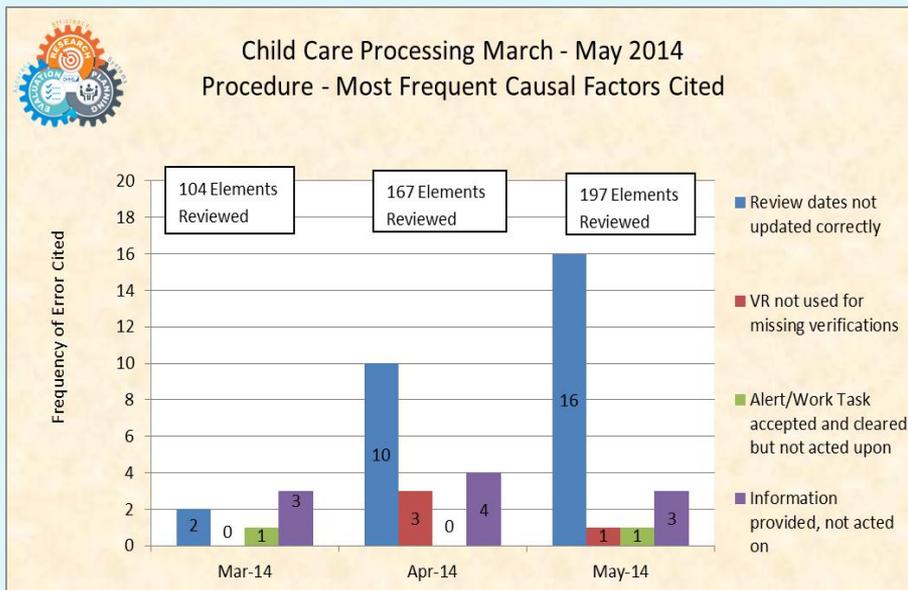
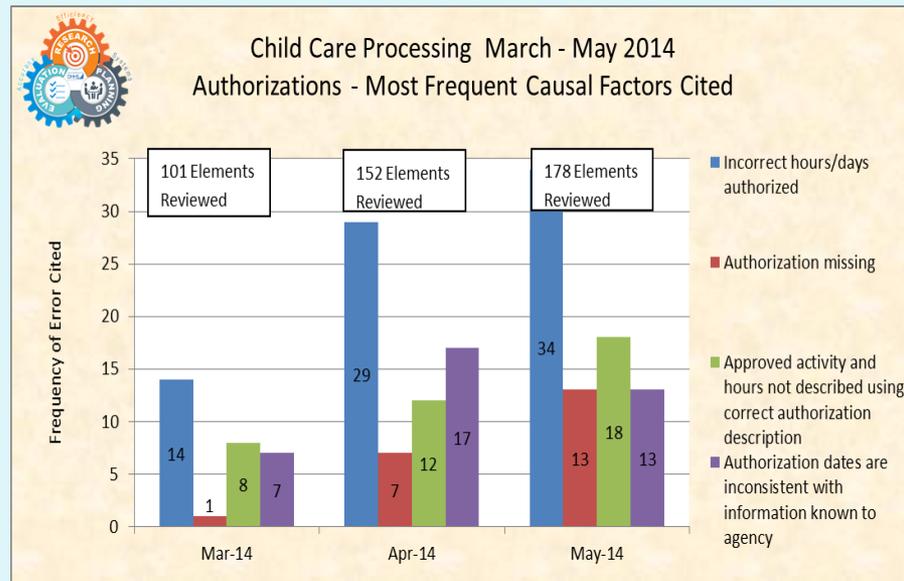
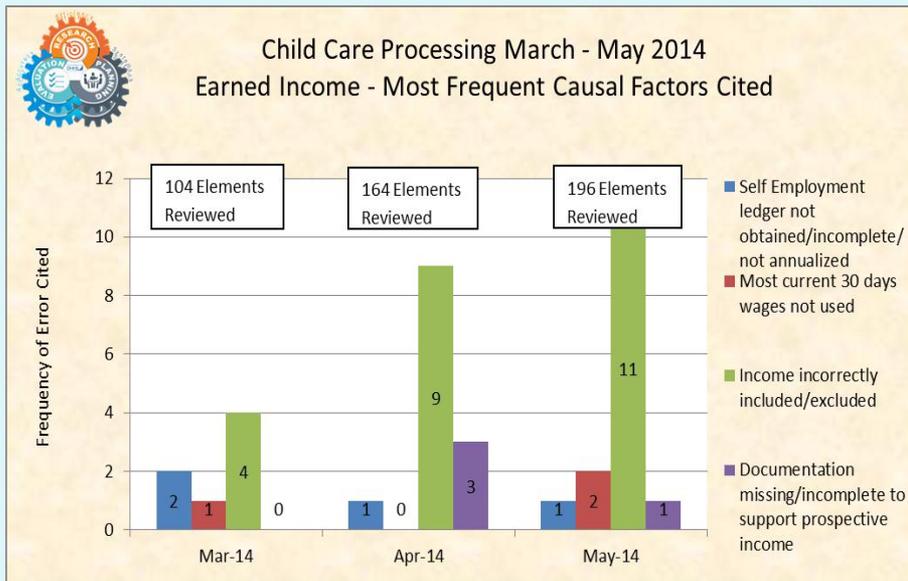
Barriers:



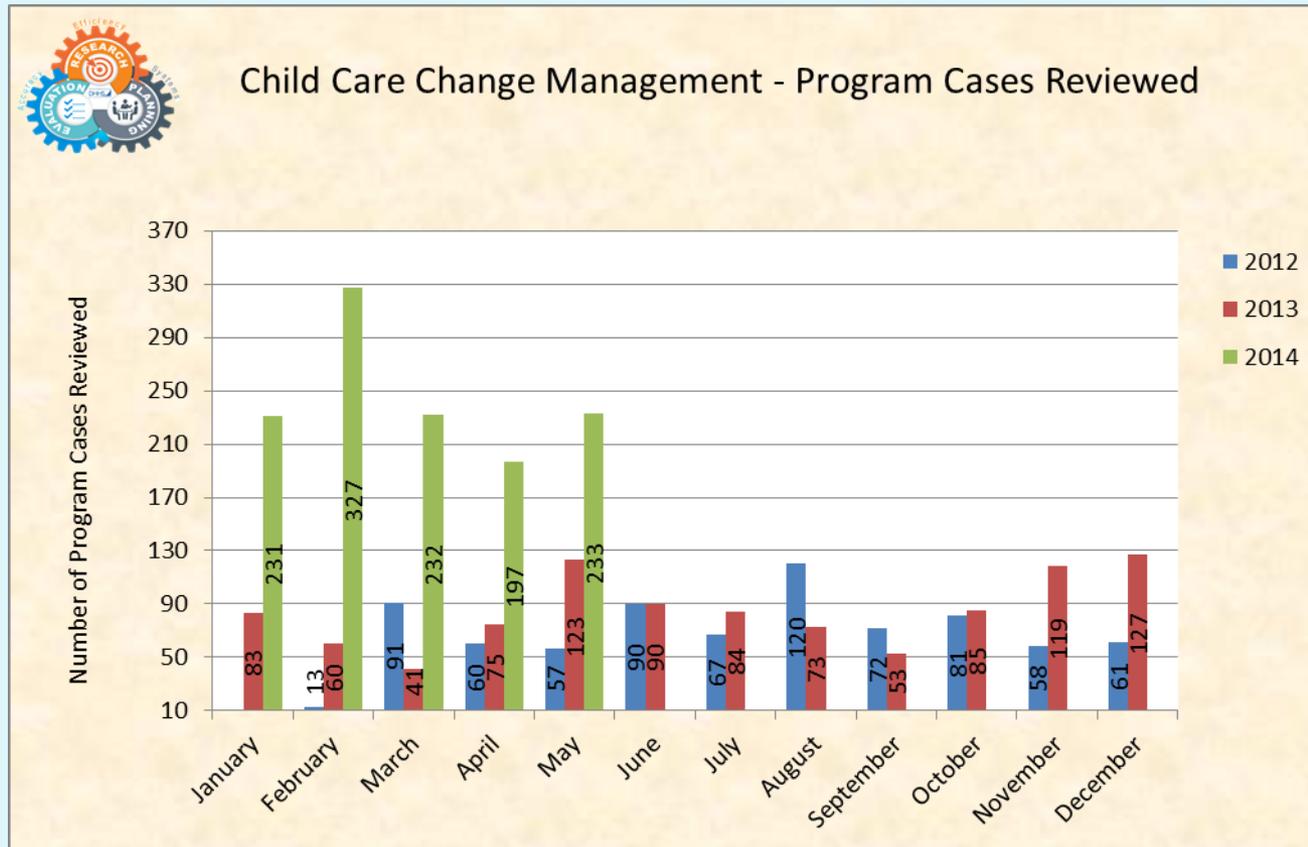
Child Care: Processing



Child Care: Processing



Child Care Change Management Program Case Reads



Child Care: Change Management

Strengths/Accomplishments:

Captivate Video released:

1. Closing CC Authorizations: 5/26/2014
2. Handling Resources: 6/16/2014

R.E.P. Released:

1. CC Services not authorized: 5/26/2014
2. Interview Tracking: 6/2/2014
3. CC Income: 6/9/2014

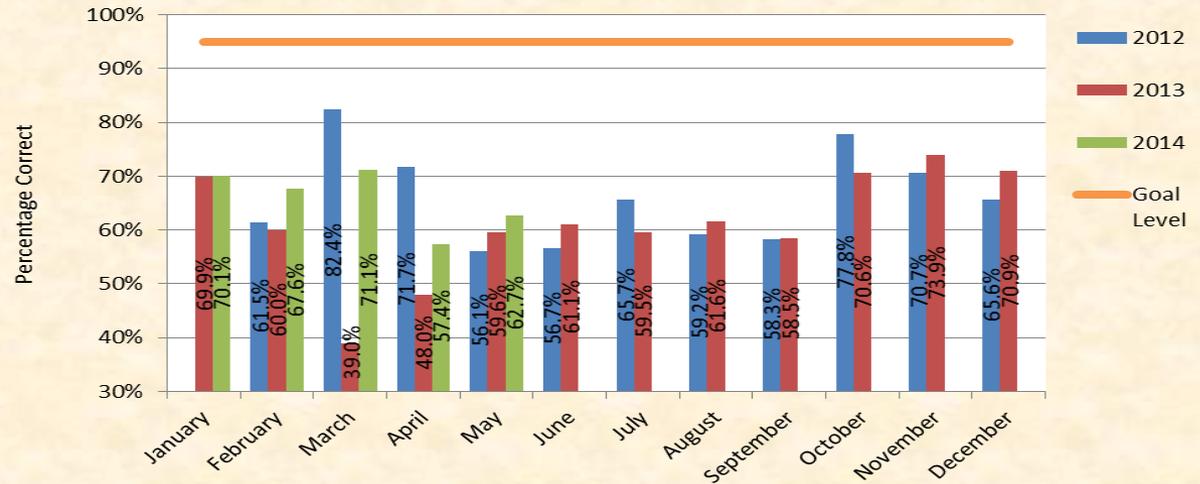
Action Items:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

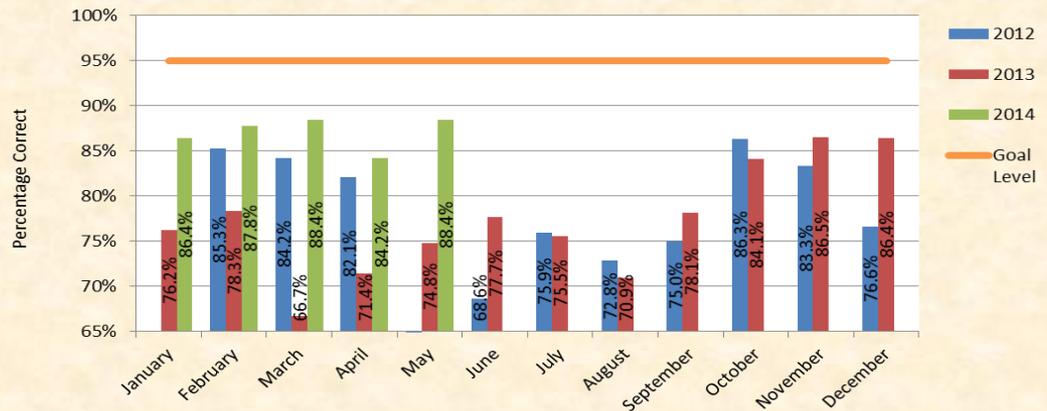
Barriers:



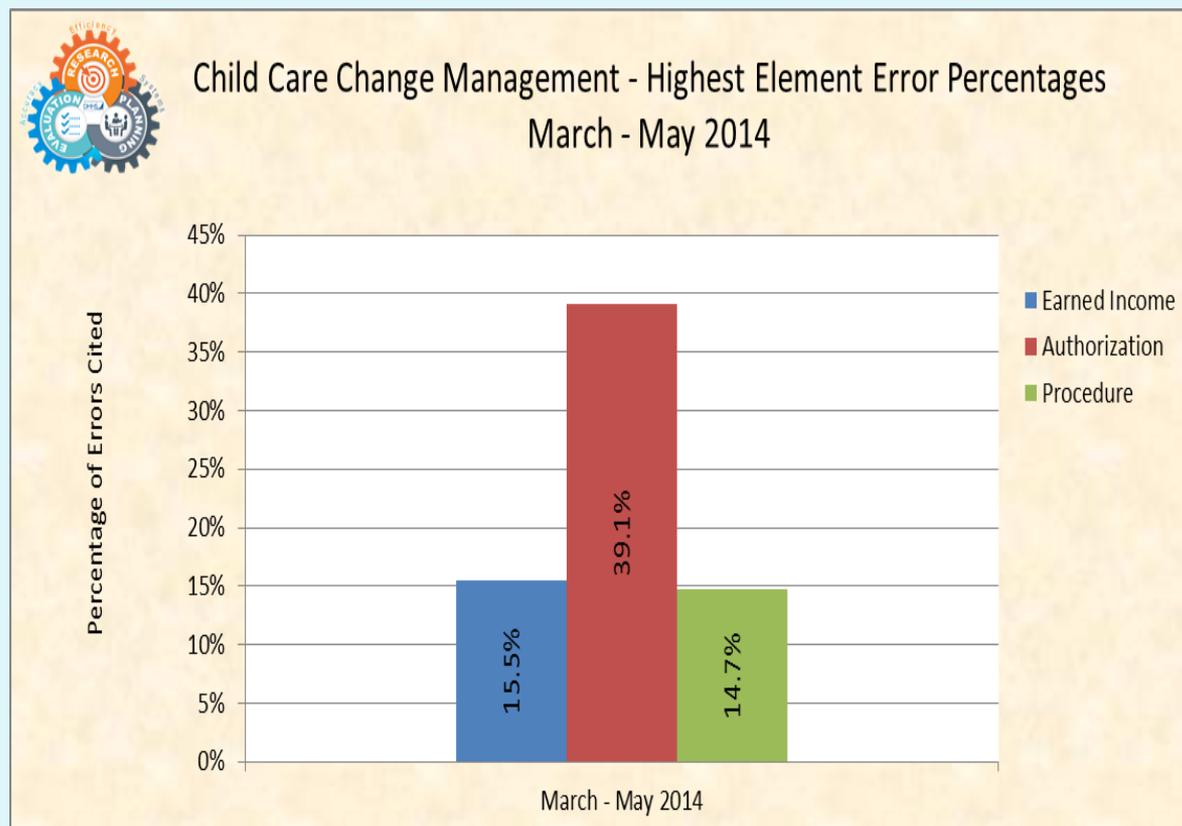
Internal Review - Child Care Change Management Overall Case Accuracy Comparison



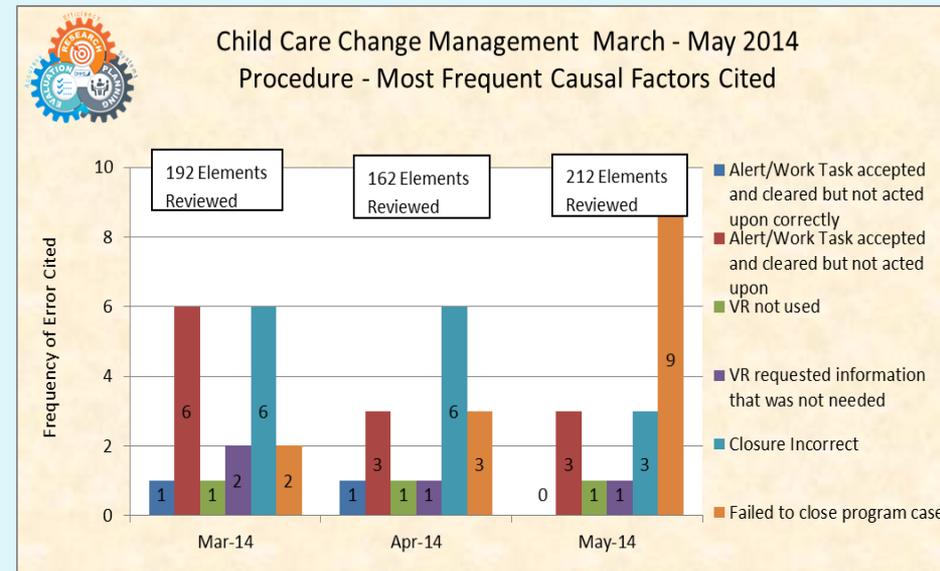
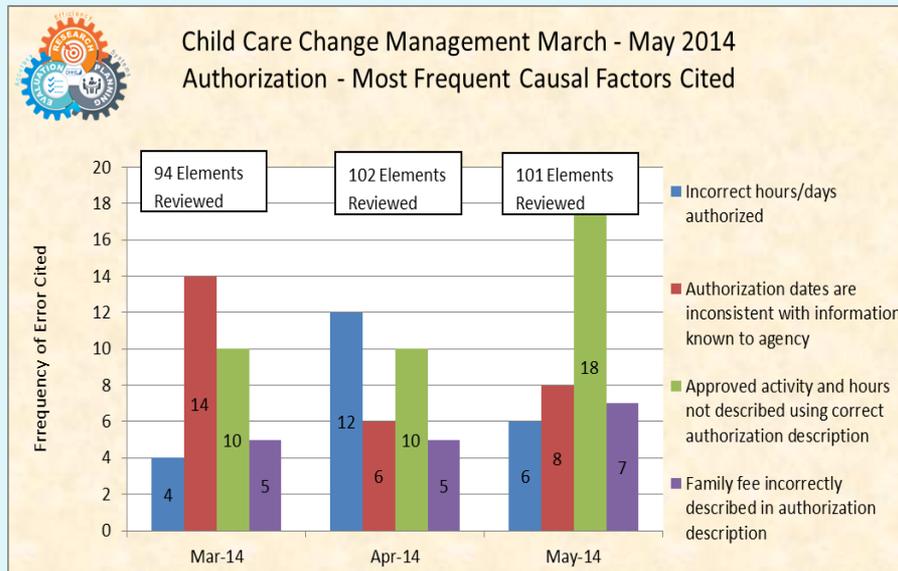
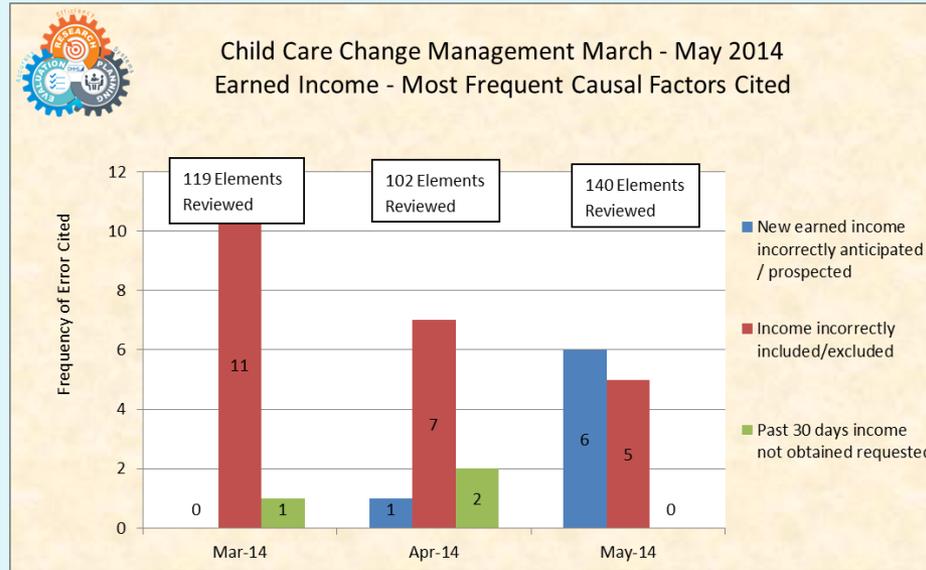
Internal Review - Child Care Change Management Overall Element Accuracy Comparison



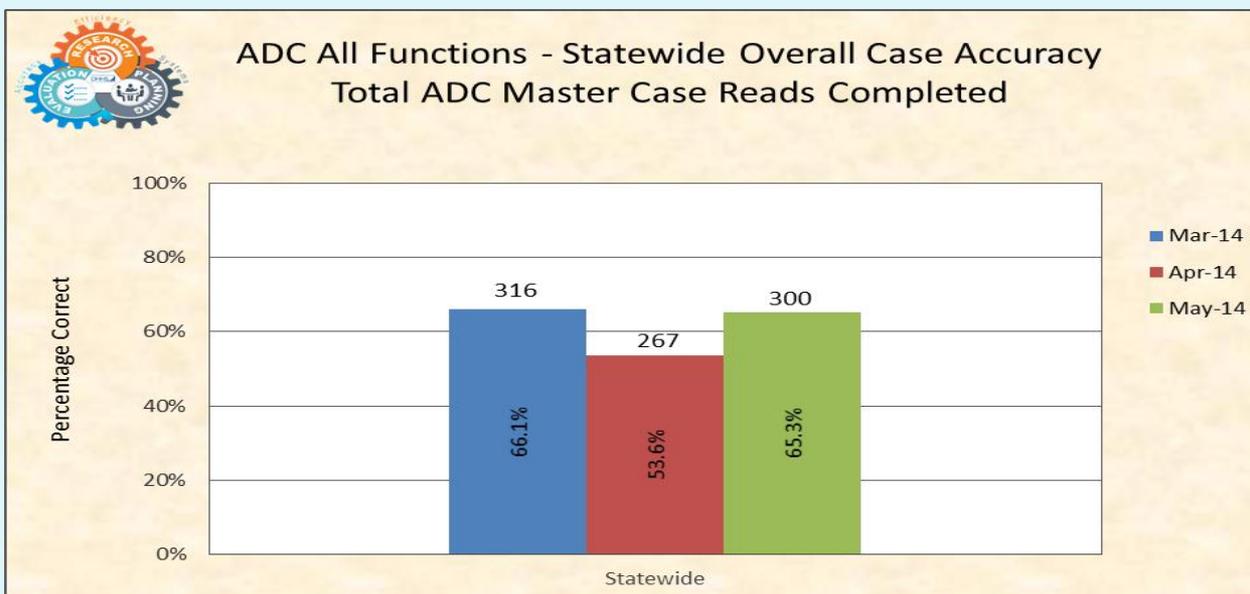
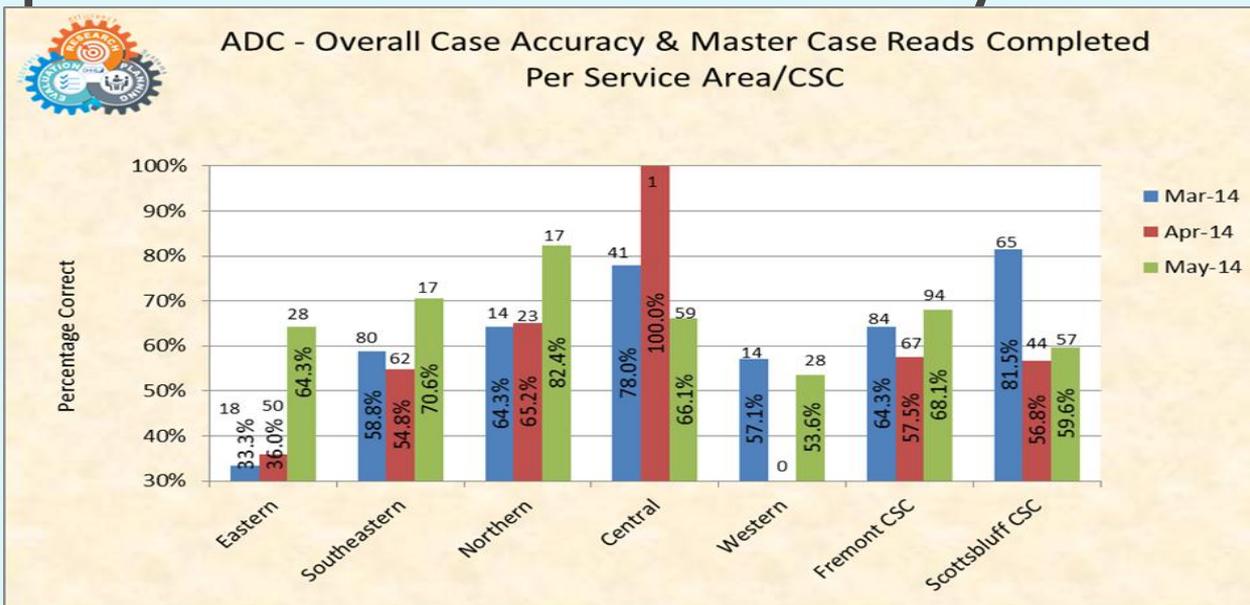
Child Care: Change Management



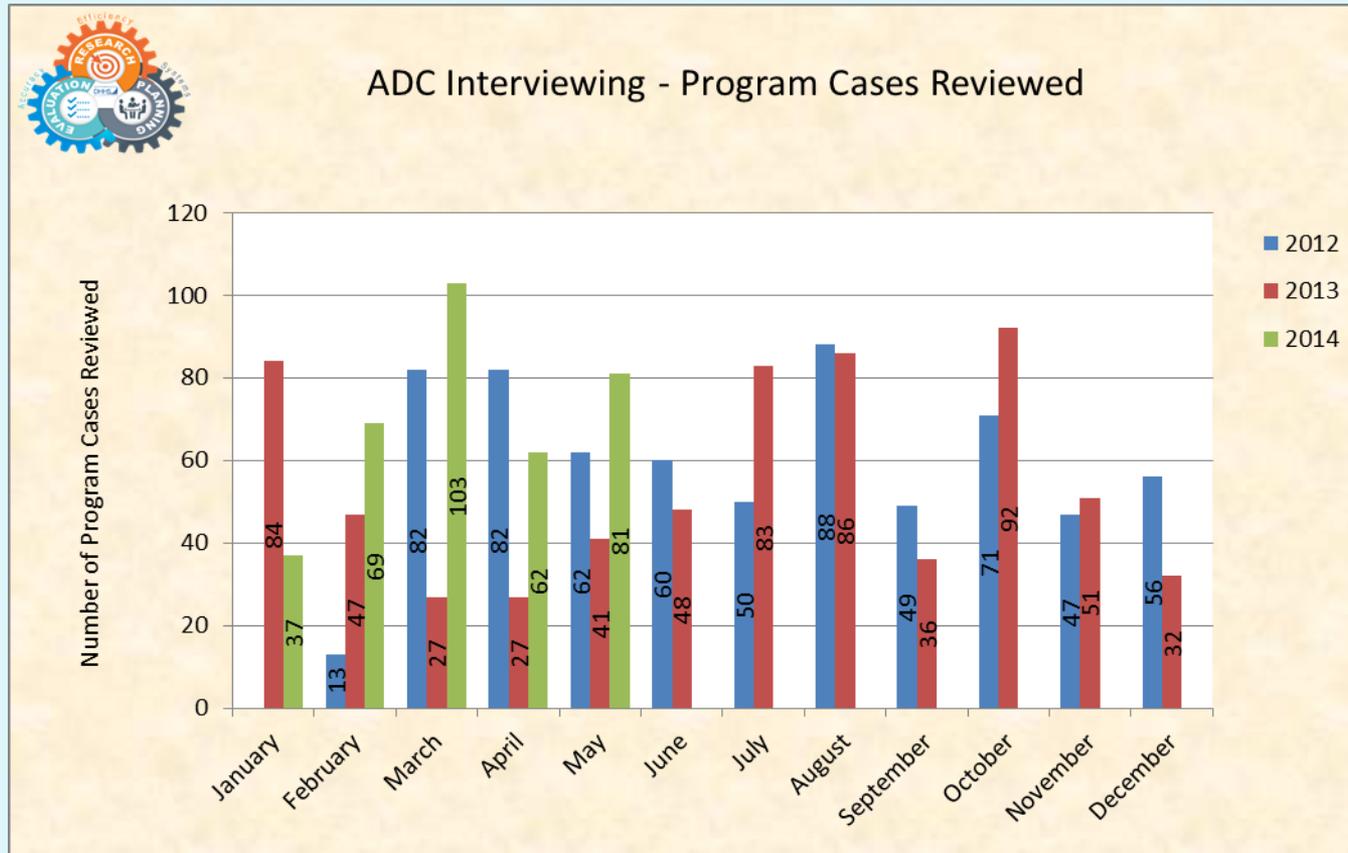
Child Care: Change Management



Aid to Dependent Children Accuracy



Aid to Dependent Children: Interviewing Program Case Reads



**Aid to Dependent Child :
Interviewing**

Strengths/Accomplishments:

R.E.P. Released:

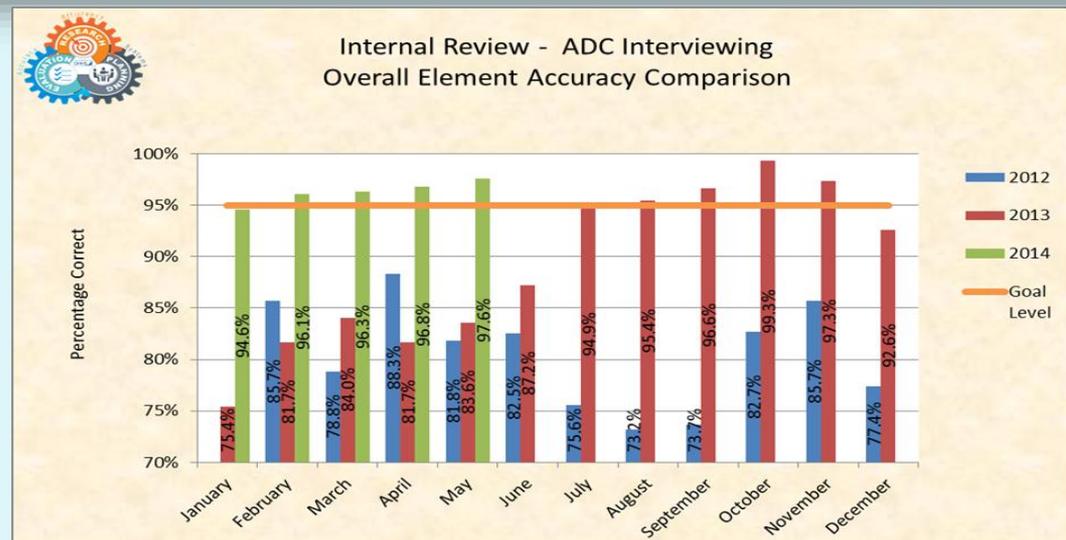
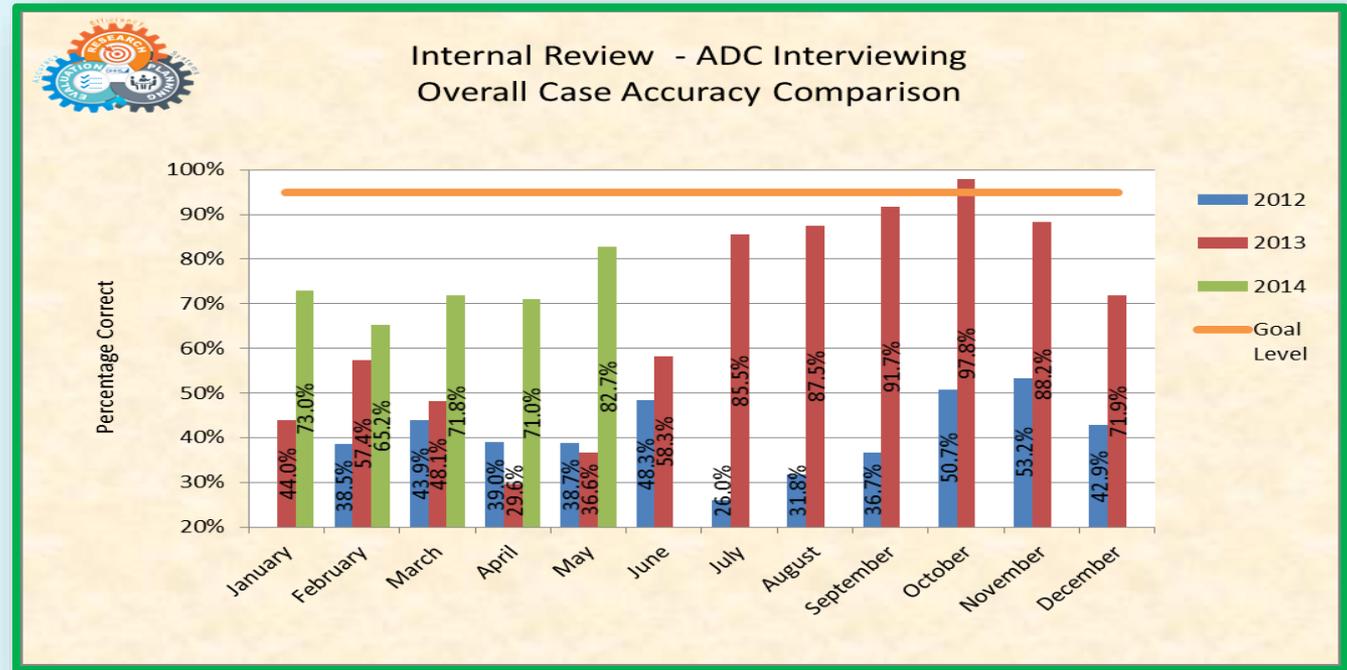
1. Interview Tracking: 6/2/2014
2. Scheduling Interviews 6/16/2014

Action Items:

1. SCR 14866 will create a prefilled EA Review/Recert applications.
2. SCR 15056 Verif request correspondence will be added to CBI.
3. SCR 15370 will fix a bug with rescheduling interviews.

Barriers:

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



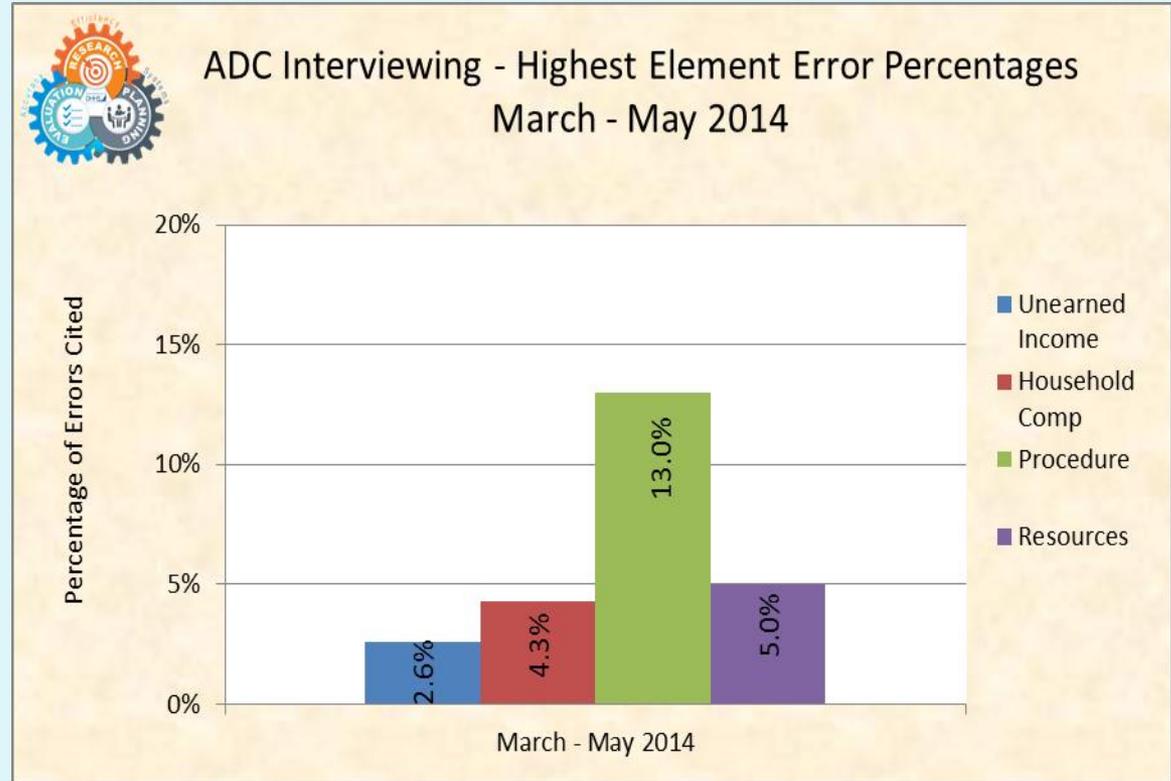
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Aid to Dependent Children: Interviewing

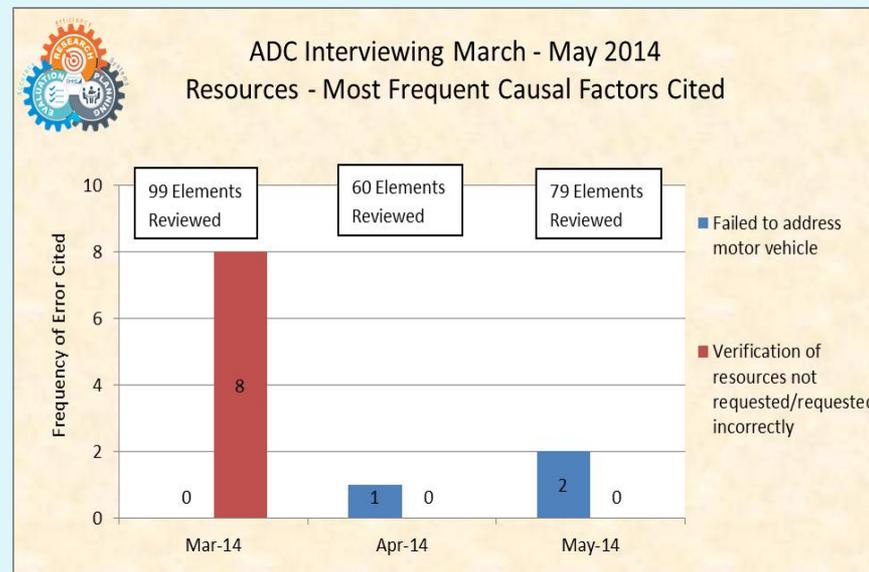
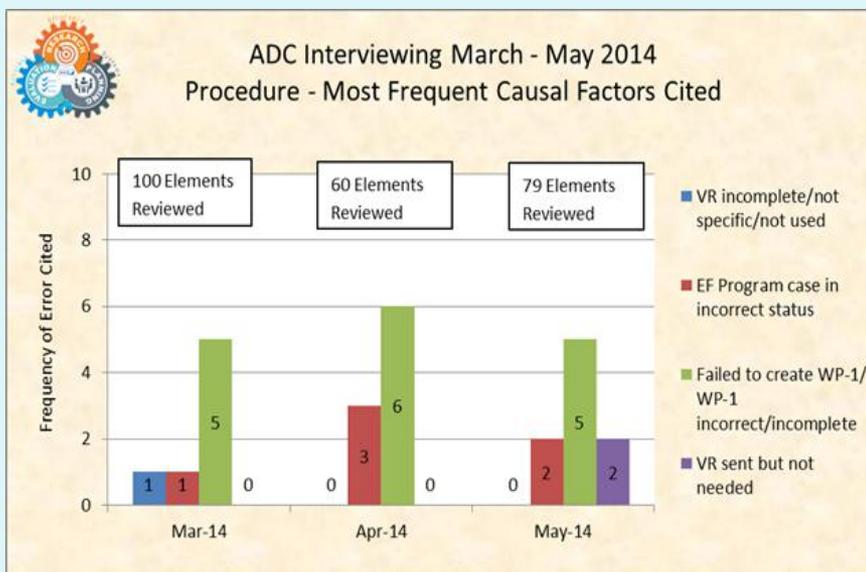
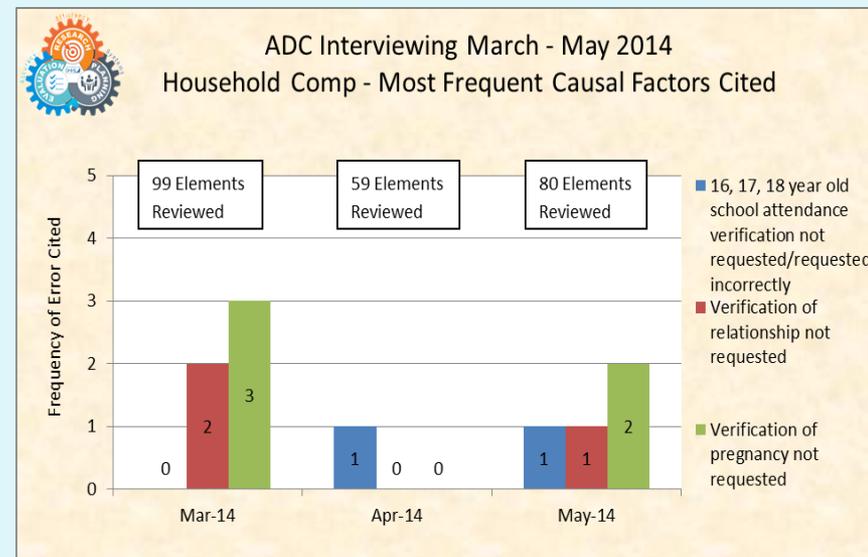
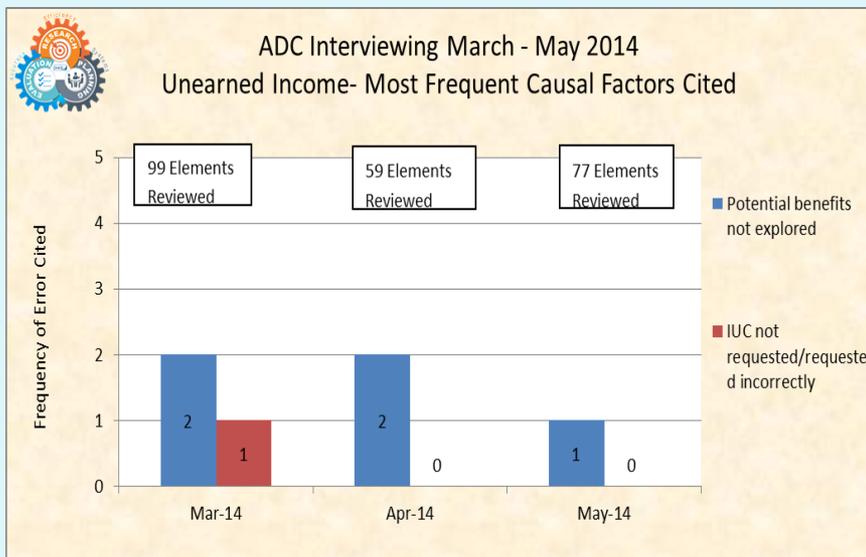
Aid to Dependent Child : Interviewing

Success Stories:

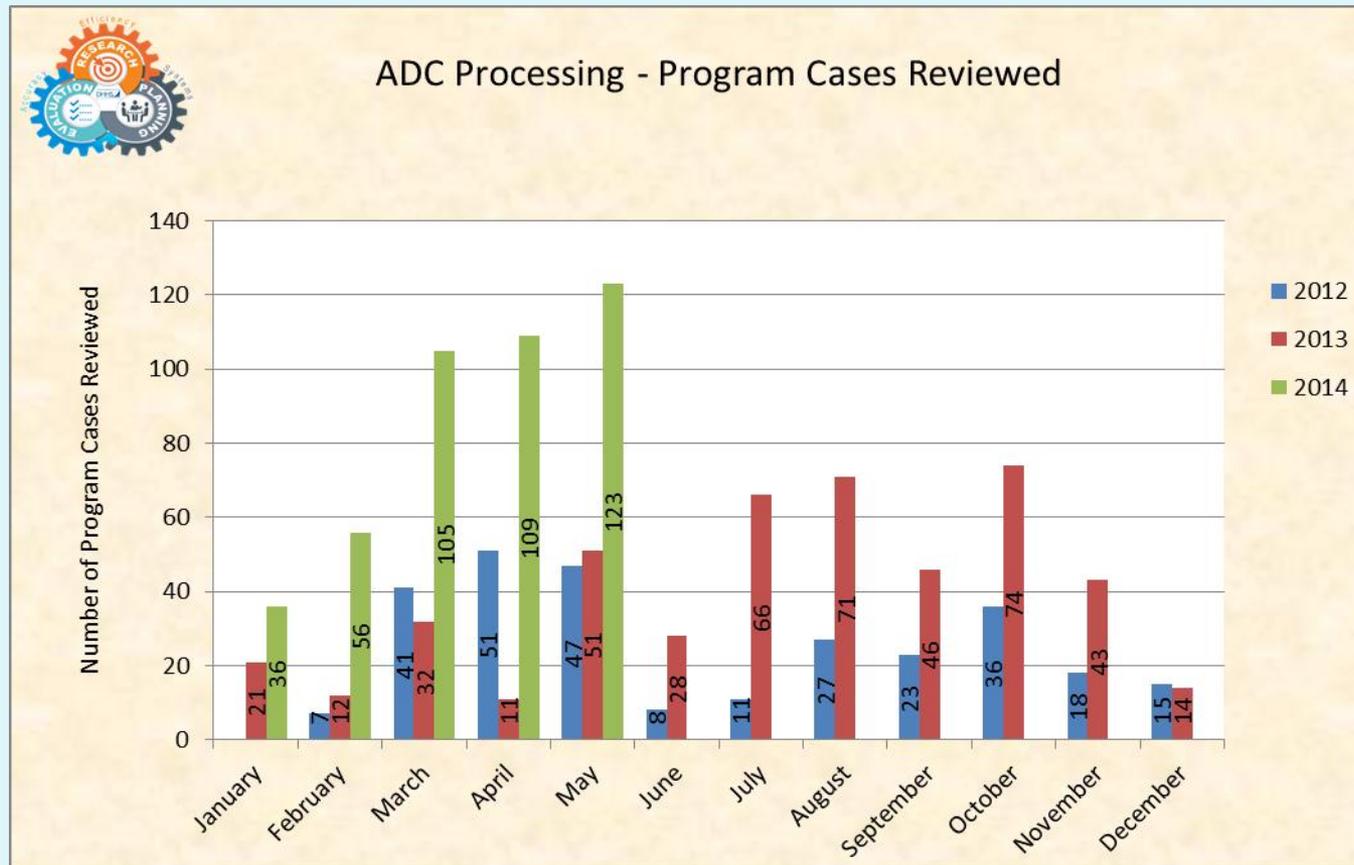
1. Unearned Income
 - Removed Causal: Child Support amount not requested/requested incorrectly, last error cited 2/2014



Aid to Dependent Children: Interviewing



Aid to Dependent Children: Processing Program Case Reads



Aid to Dependent Child : Processing

Strengths/Accomplishments:

Captivate Videos released:

1. Handling Resources:
6/16/2014

R.E.P. Released:

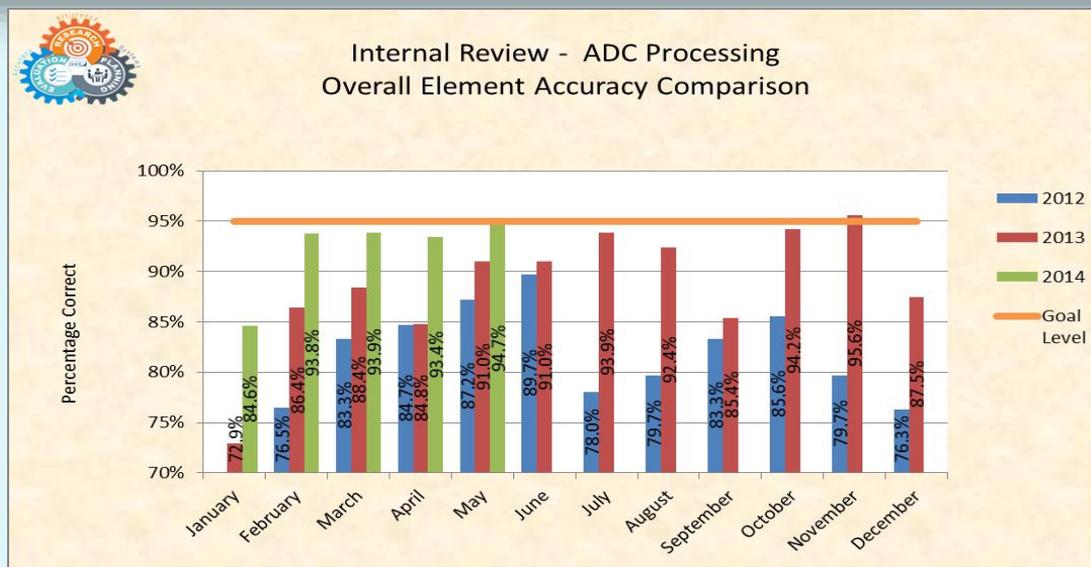
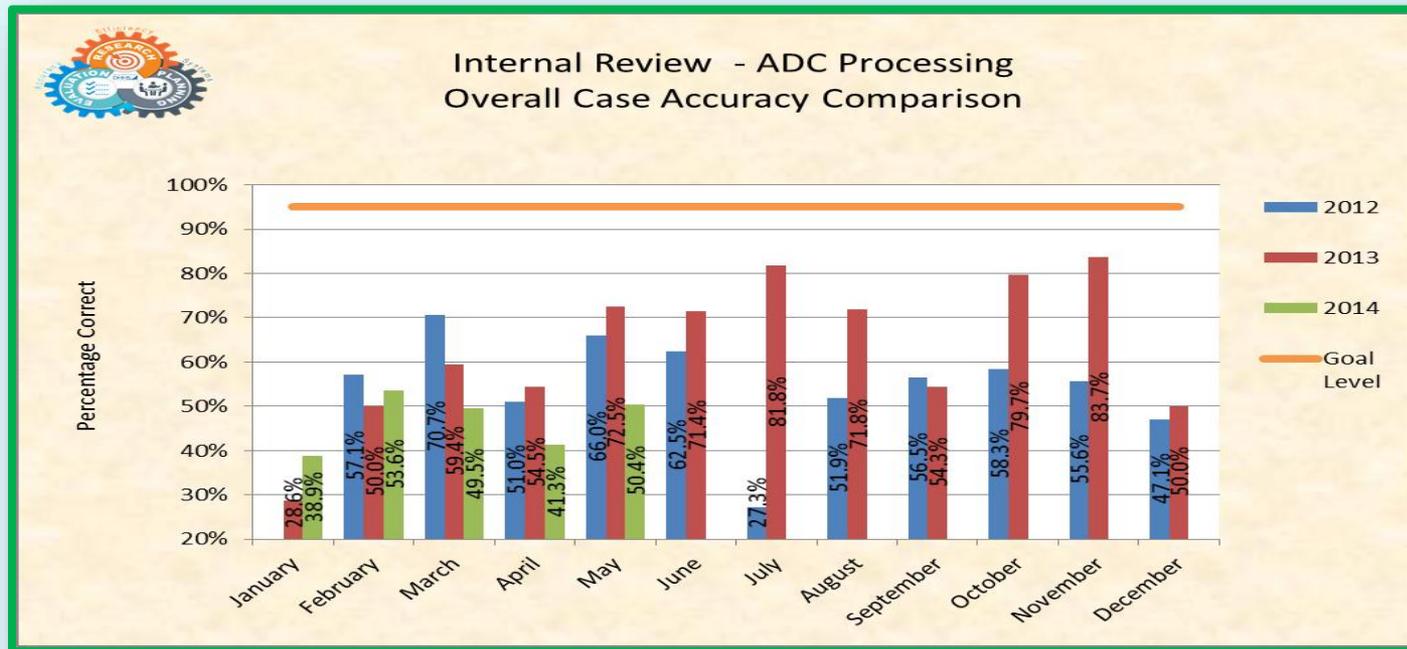
1. ADC Earned Income:
4/21/2014

Action Items:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.
4. SCR 15067 will correct deeming logic for payment only cases.
5. SCR 15322 Fix a failure path in budgeting logic to deny ADC.

Barriers:

Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.

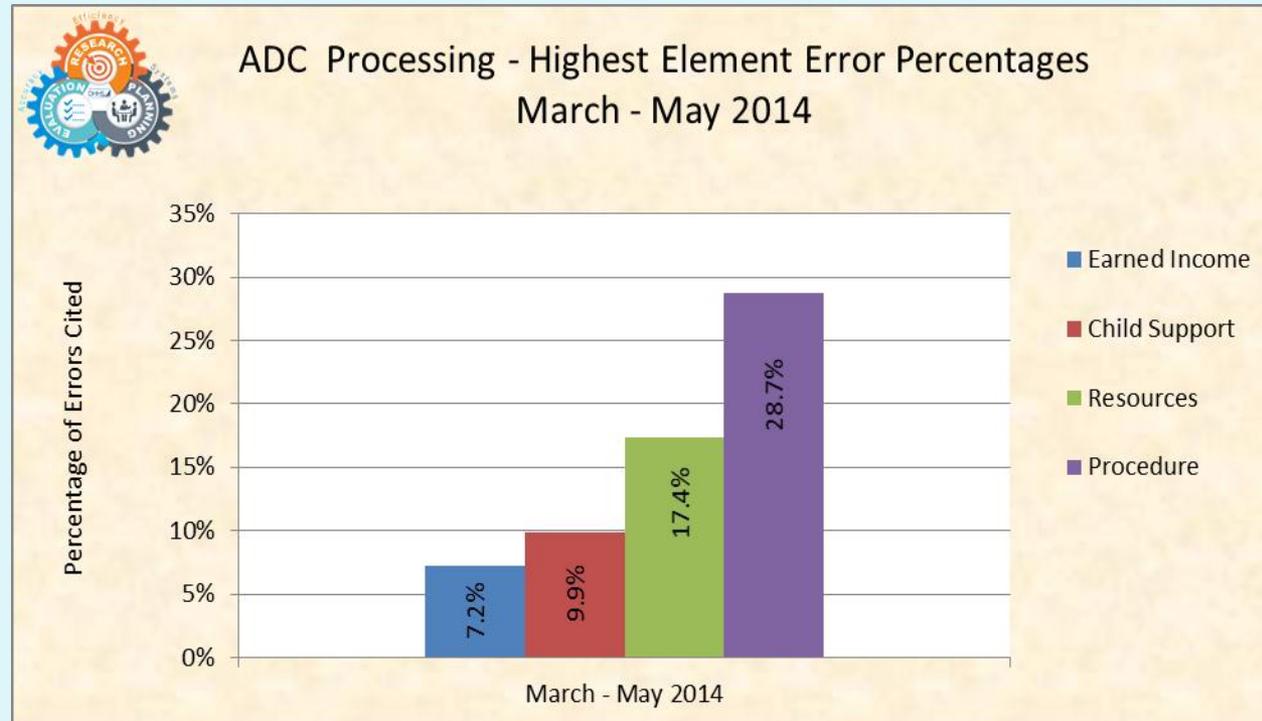


Aid to Dependent Children: Processing

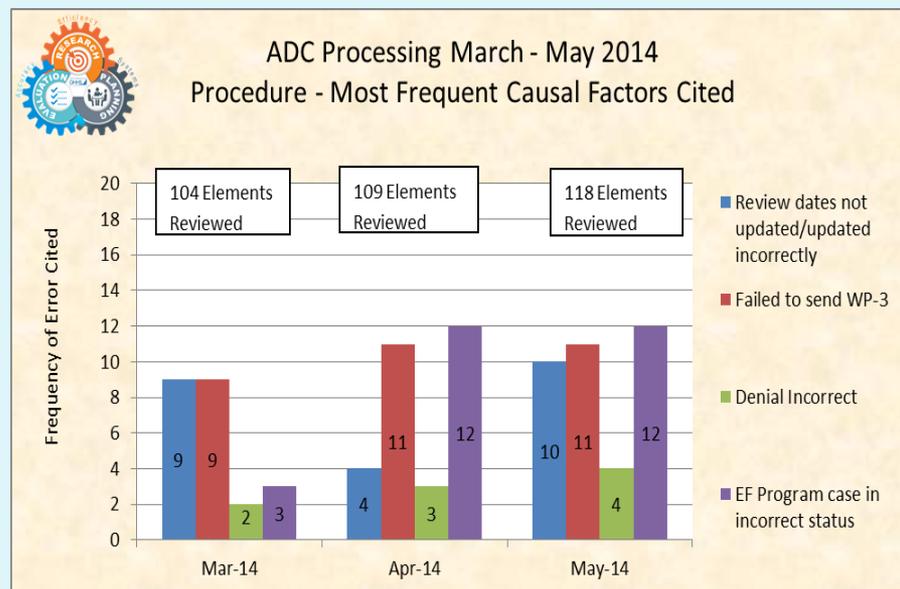
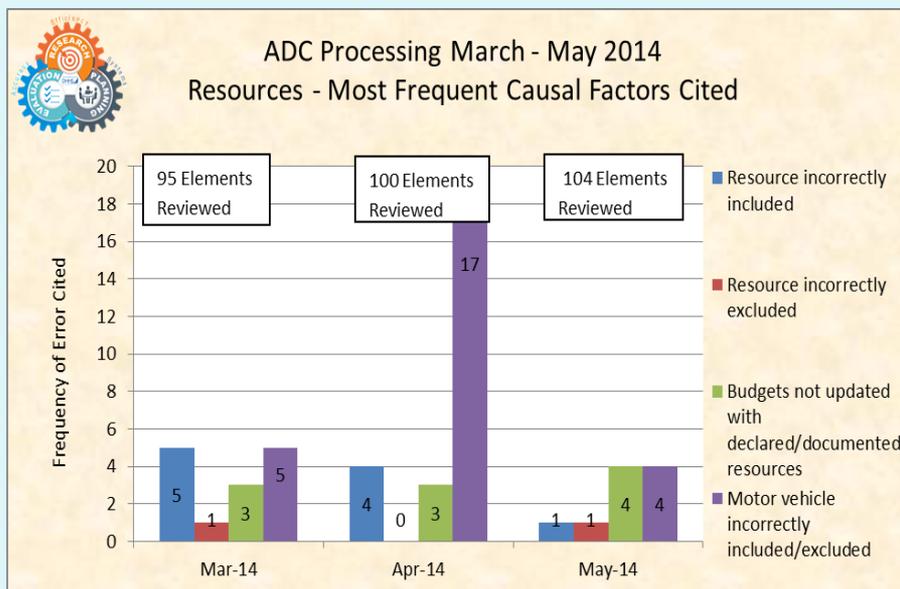
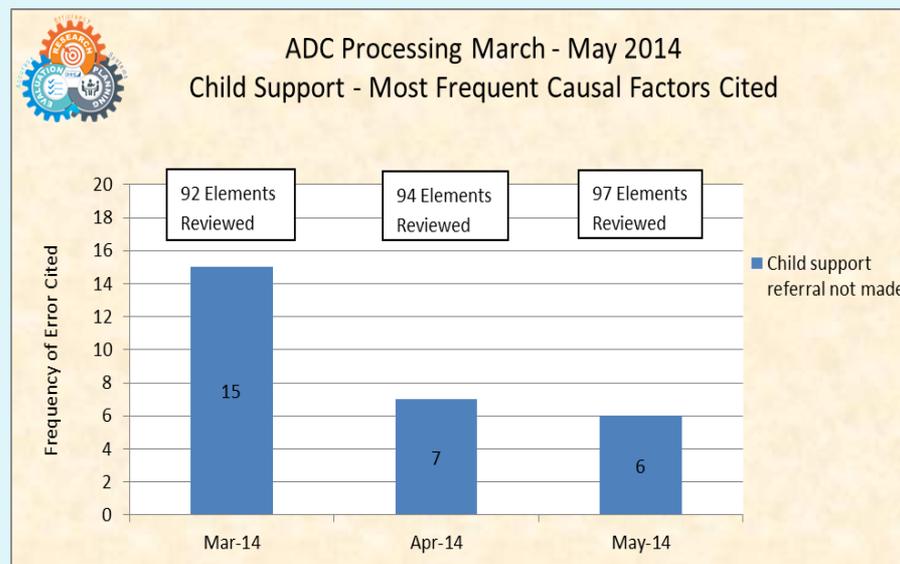
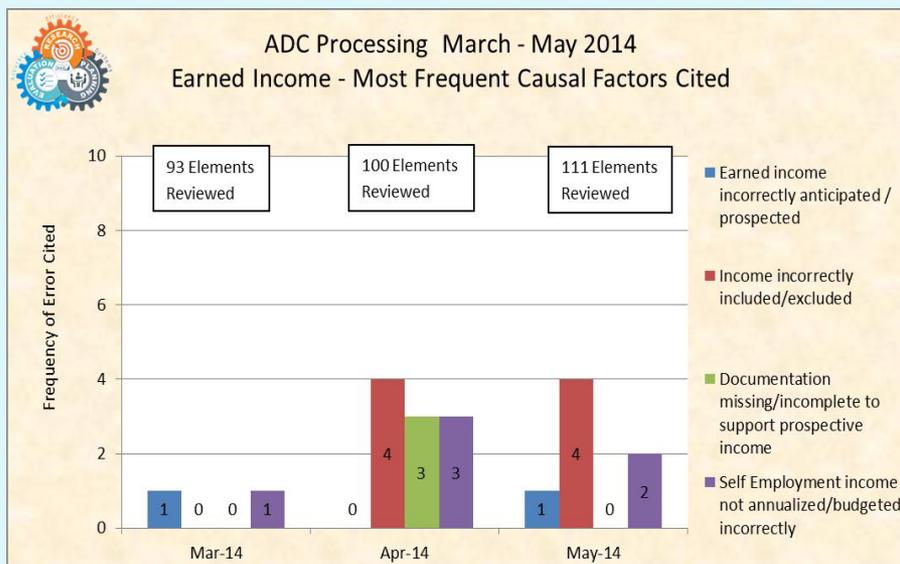
Aid to Dependent Child : Processing

Success Stories:

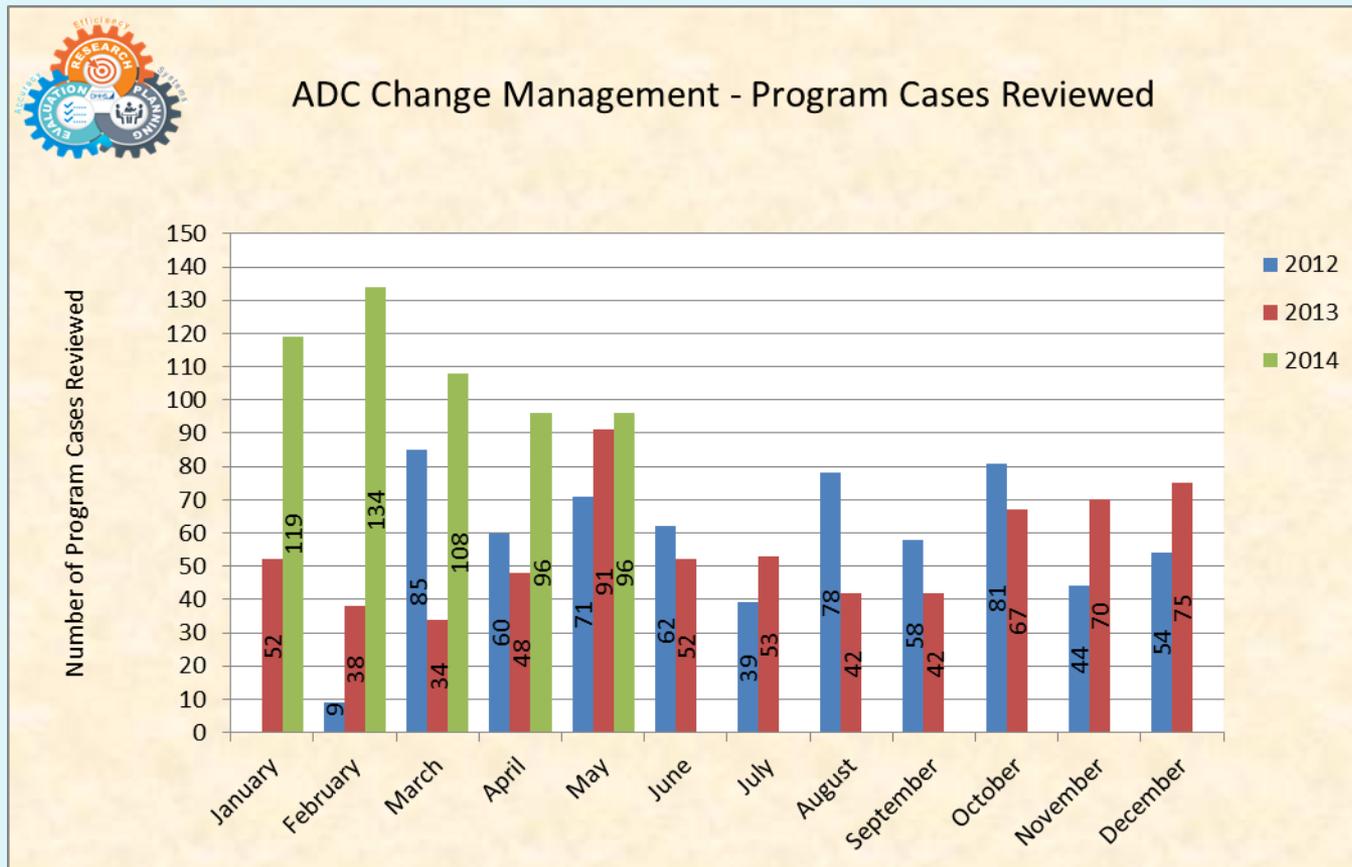
1. Child Support
 - Removed Causal: Child Support documentation missing or incomplete, last error cited 2/2014



Aid to Dependent Children: Processing



Aid to Dependent Children: Change Management Program Case Reads



Aid to Dependent Child : Change Management

Strengths/Accomplishments:

Captivate Video released:

1. Handling Resources: 6/16/2014

Action Items:

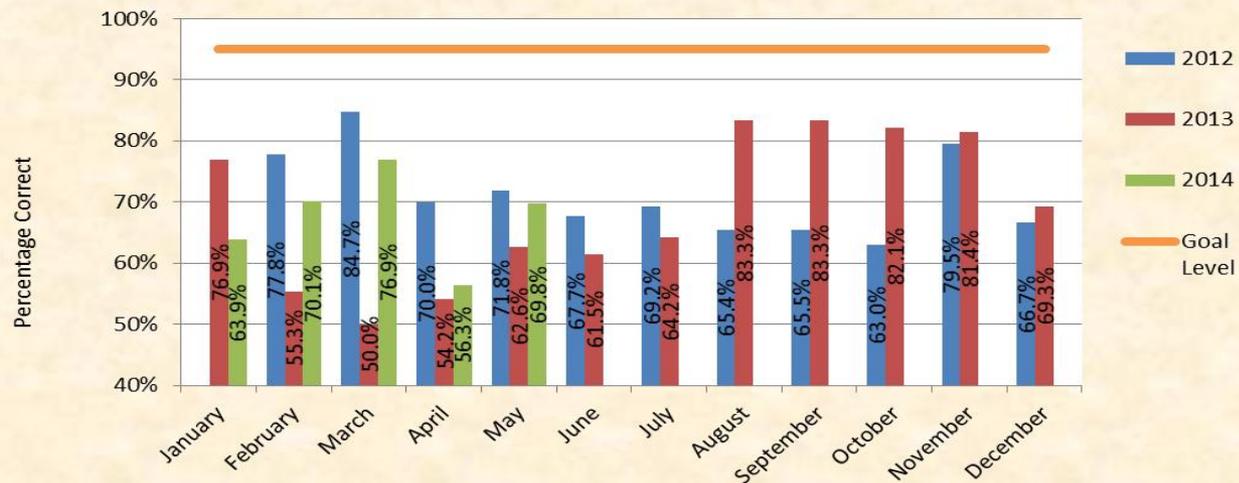
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

Barriers:

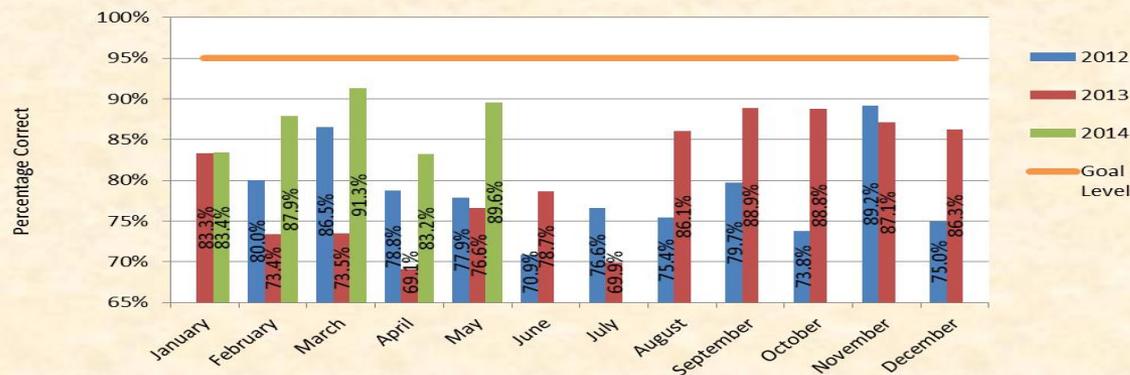
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



Internal Review - ADC Change Management Overall Case Accuracy Comparison



Internal Review - ADC Change Management Overall Element Accuracy Comparison



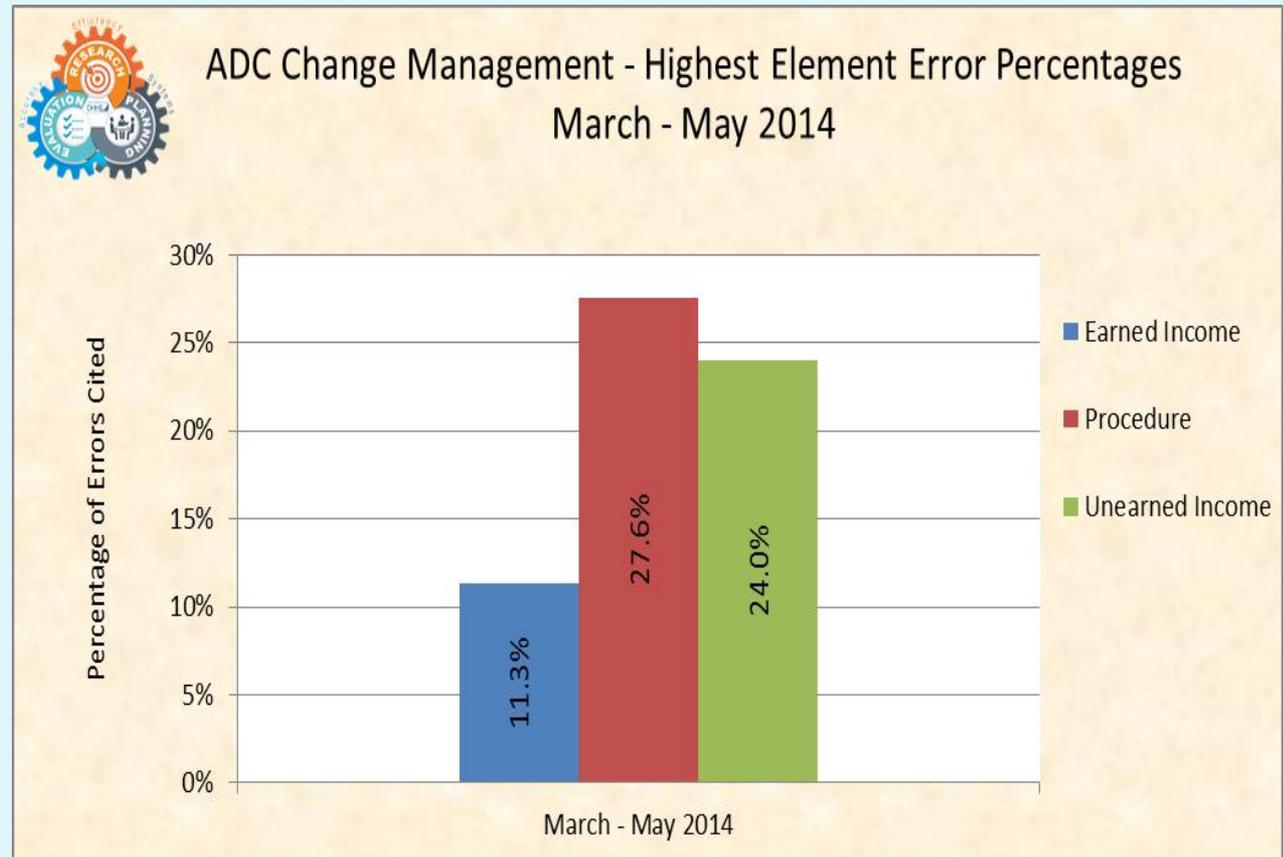
Aid to Dependent Children: Change Management

Aid to Dependent Child : Change Management

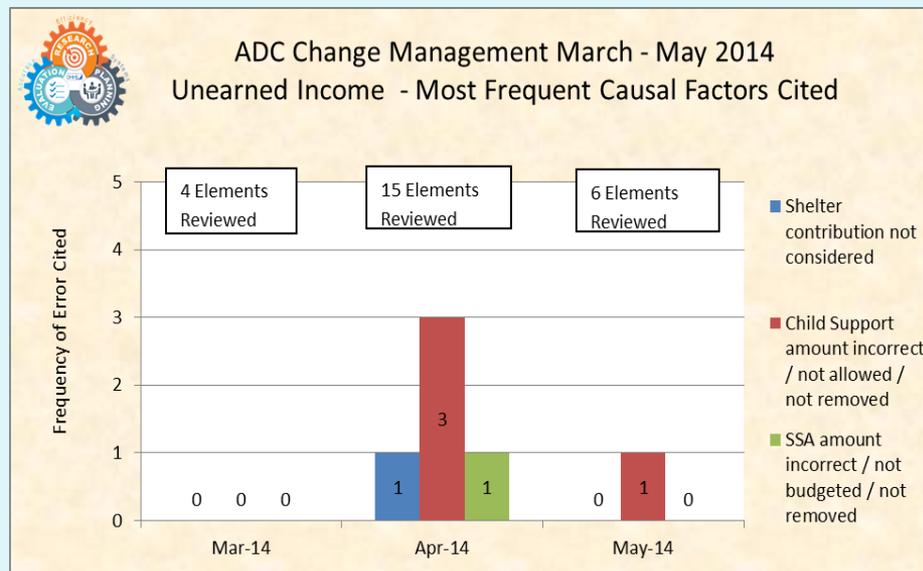
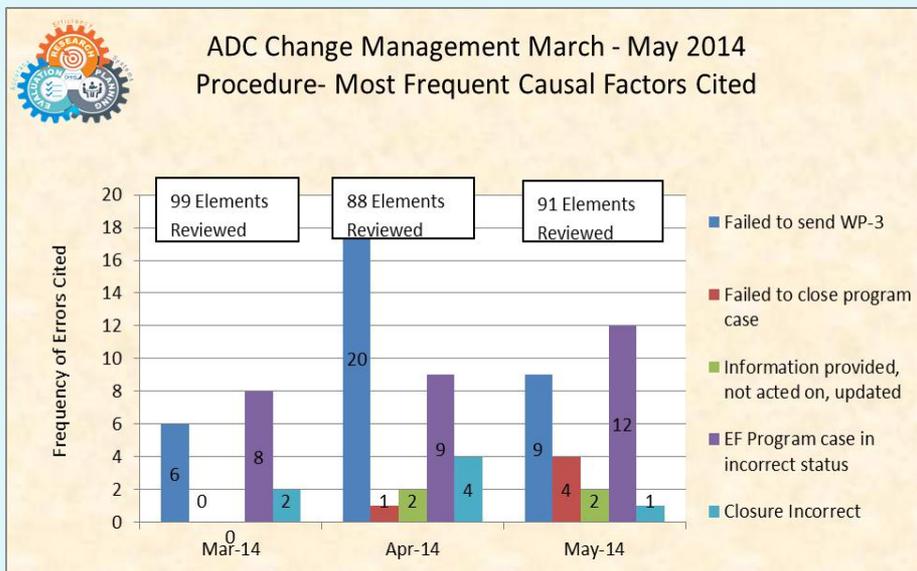
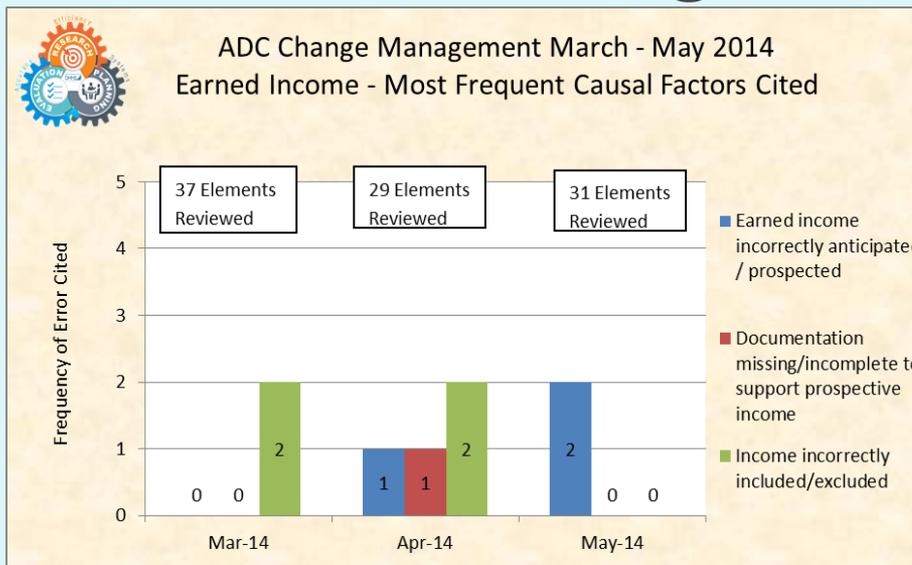
Success Stories:

1. Procedure

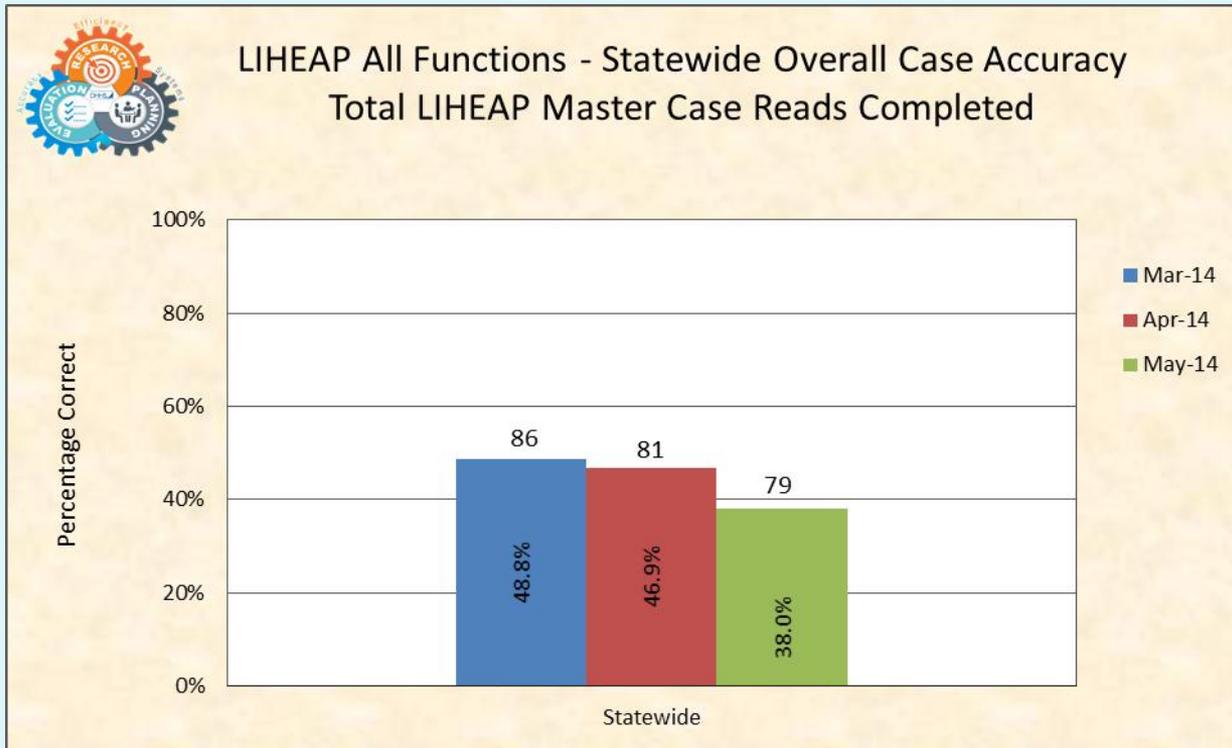
- Removed Causal: Alert/WT accepted and cleared but not acted on, last error cited 2/2014



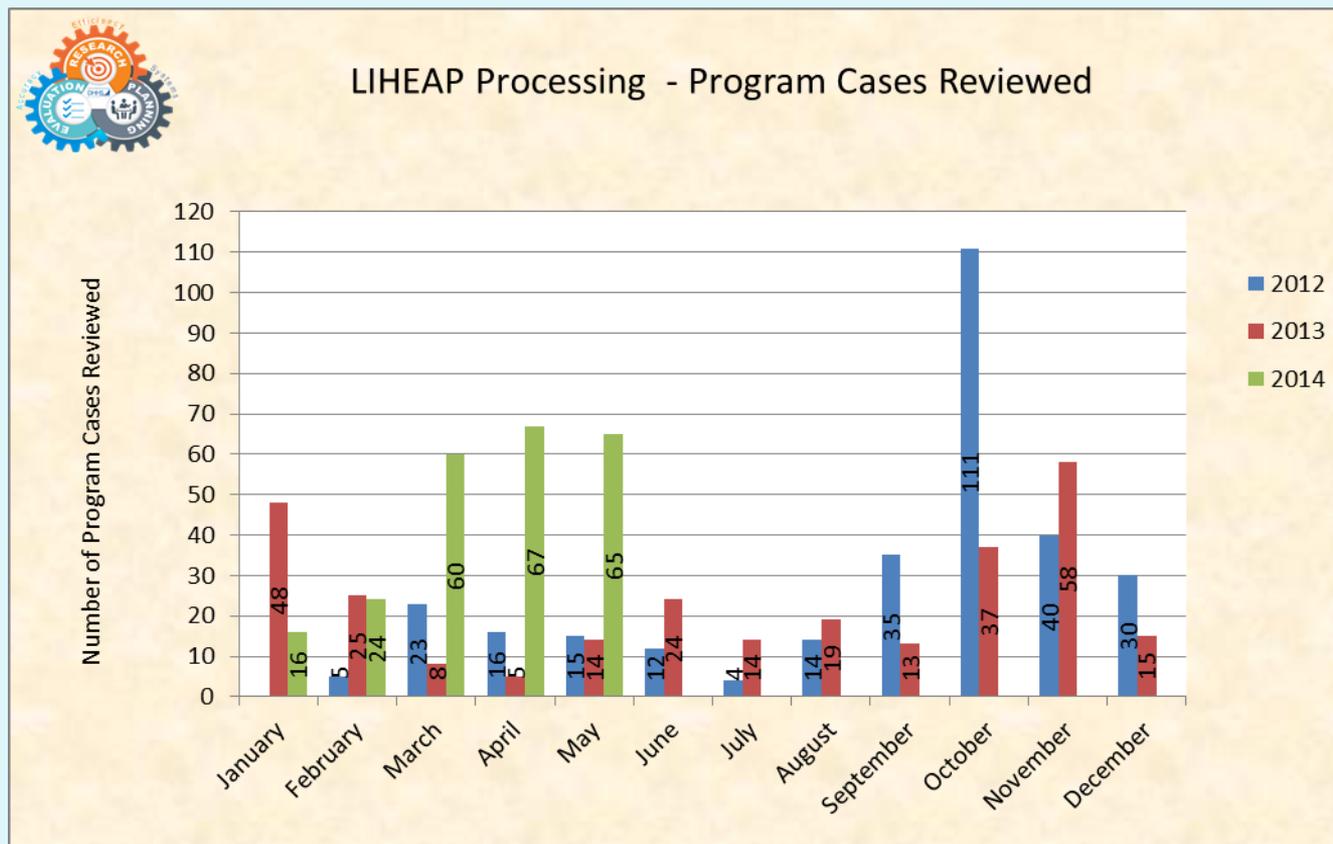
Aid to Dependent Children: Change Management



Low-Income Home Energy Assistance Program: Accuracy



Low-Income Home Energy Assistance Program Processing Program Case Reads



Low-Income Home Energy Assistance Program: Processing

Strengths/Accomplishments:

Captivate Video released:

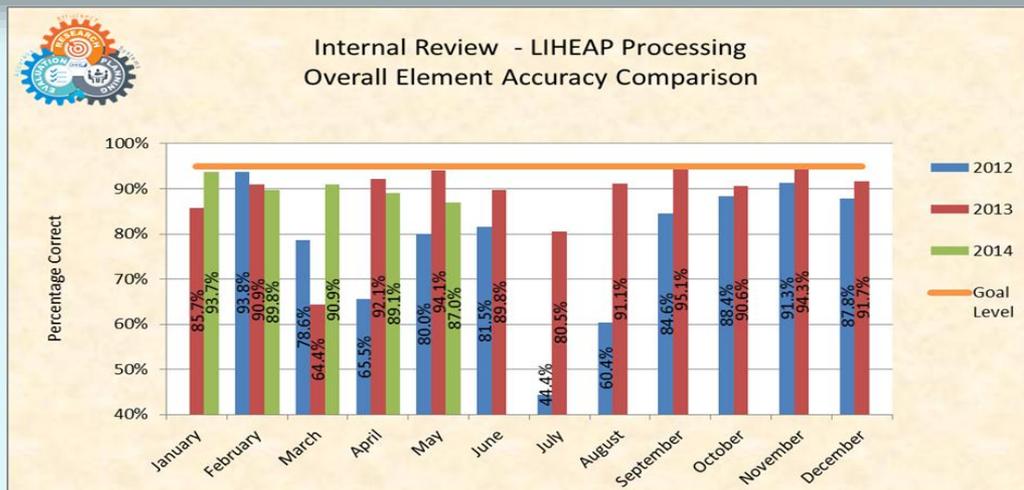
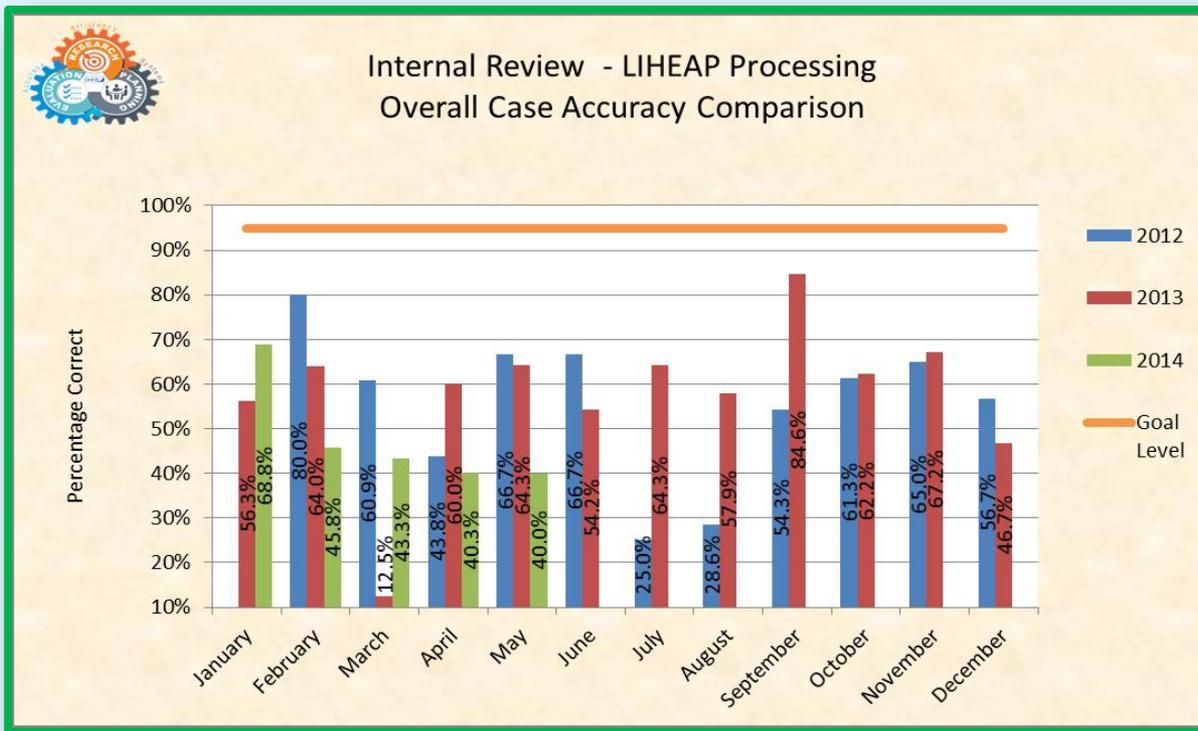
1. Handling Resources: 6/16/2014

Action Items:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.

Barriers:

Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



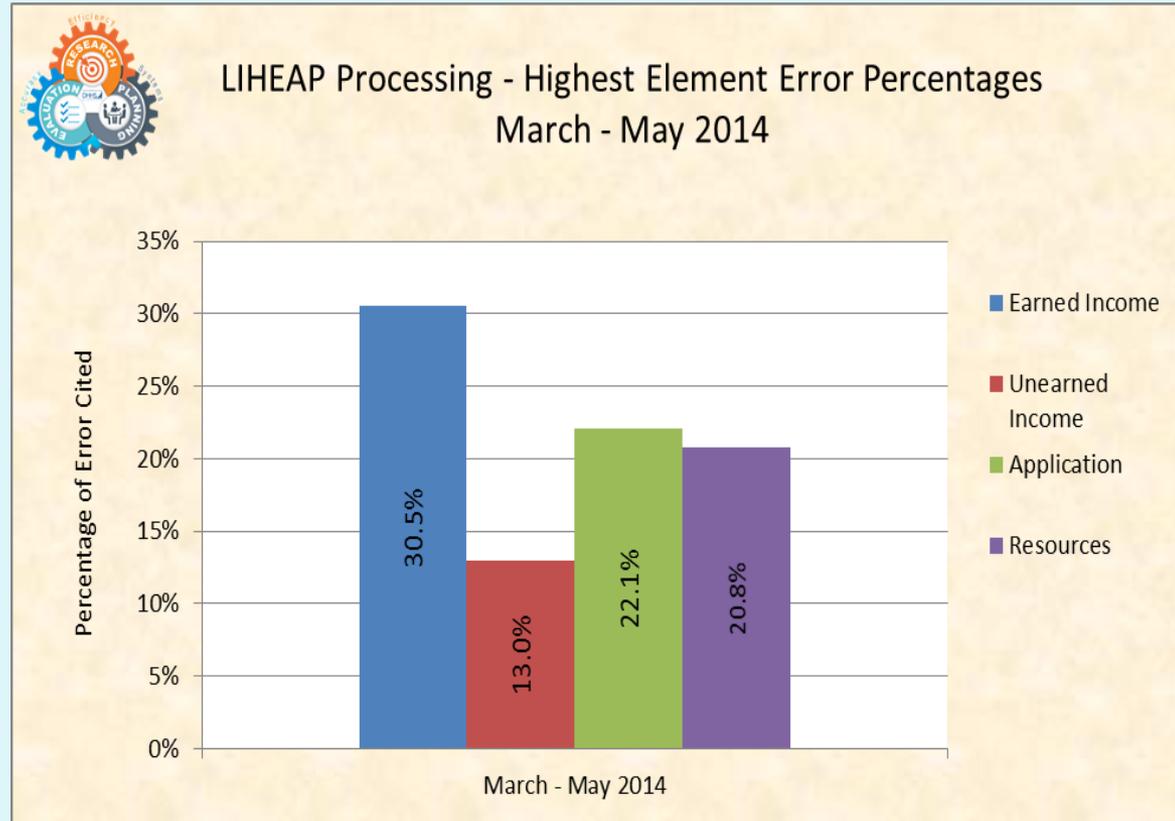
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Low-Income Home Energy Assistance Program: Processing

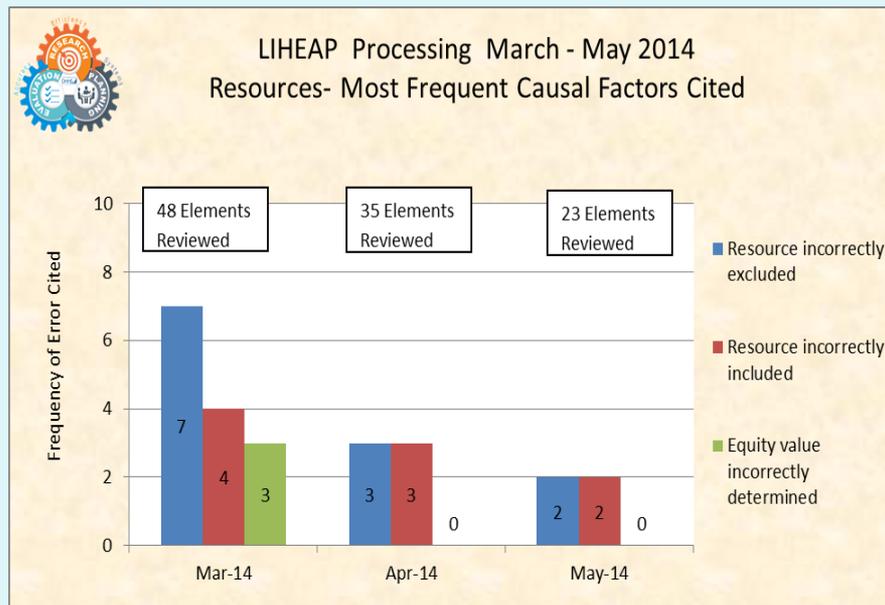
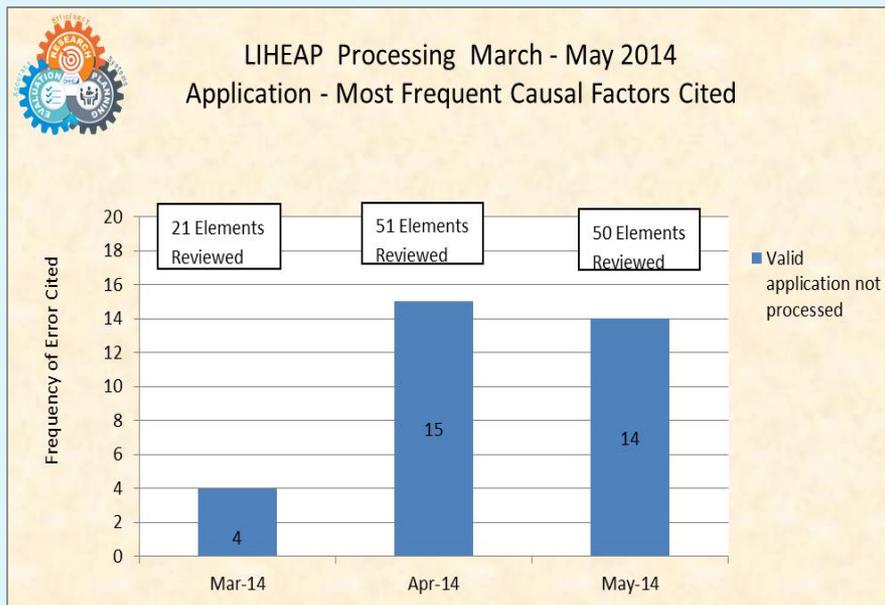
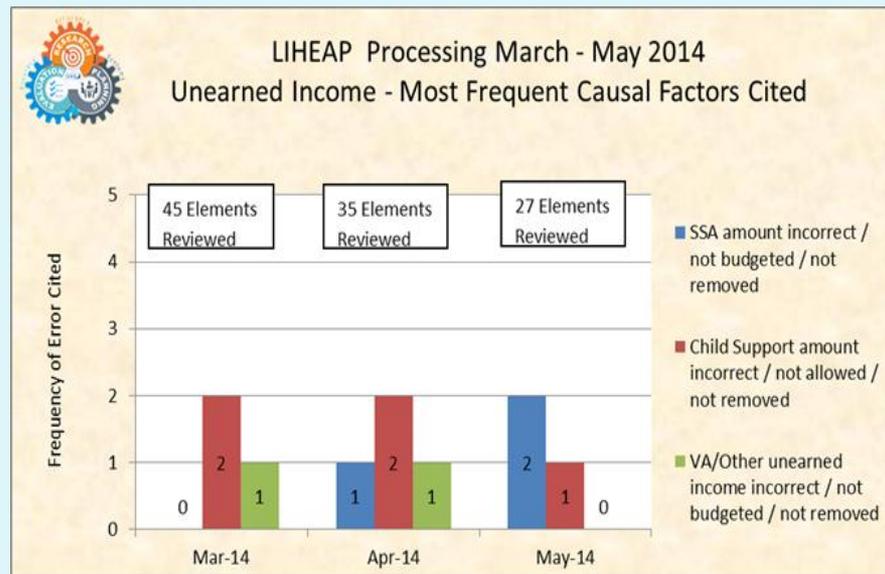
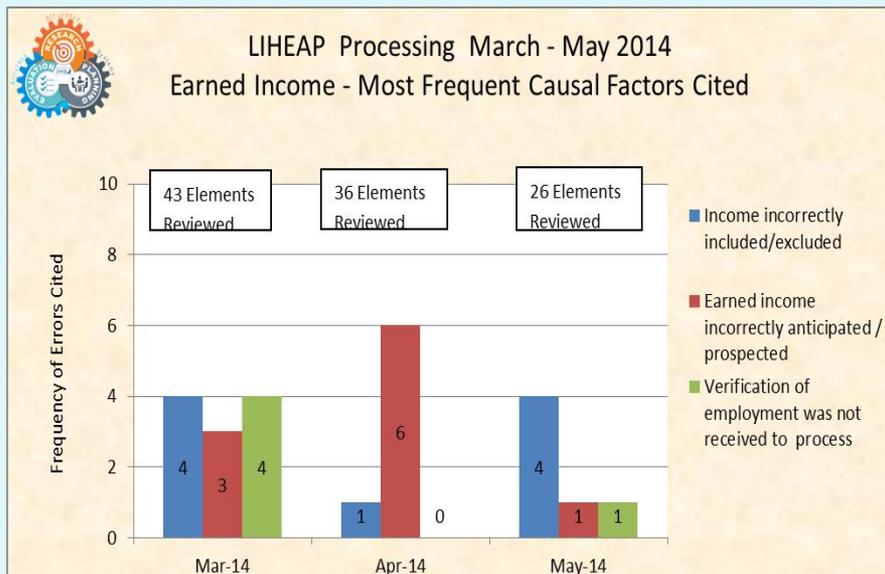
Low-Income Home Energy Assistance Program: Processing

Success Stories:

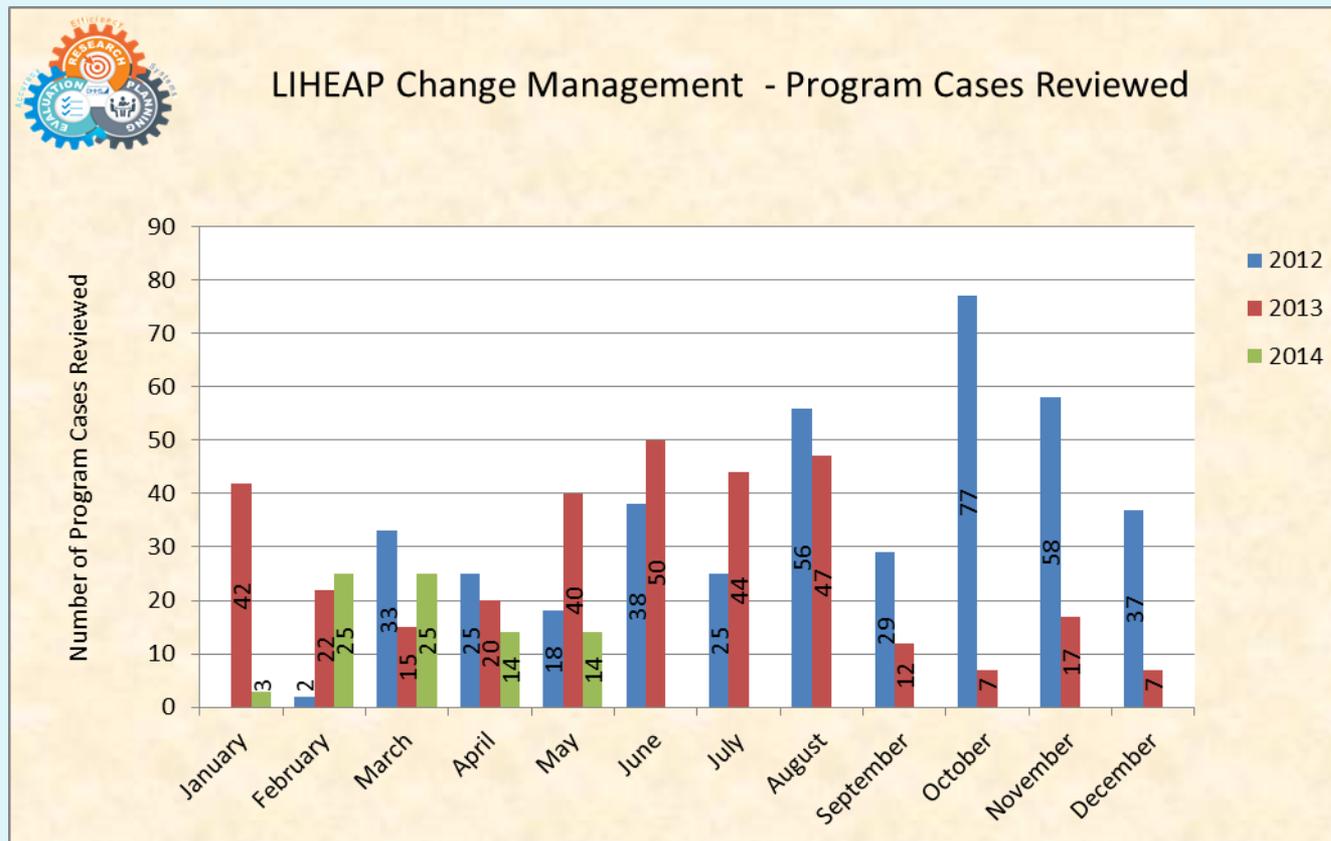
1. Unearned Income:
 - Removed Causal: SSA Gross used rather than net due to OP, last error cited 2/2014



Low-Income Home Energy Assistance Program: Processing



Low-Income Home Energy Assistance Program: Change Management Program Case Reads



Low Income Energy Assistance Program: Change Management

Strengths/Accomplishments:

Captive Video released:

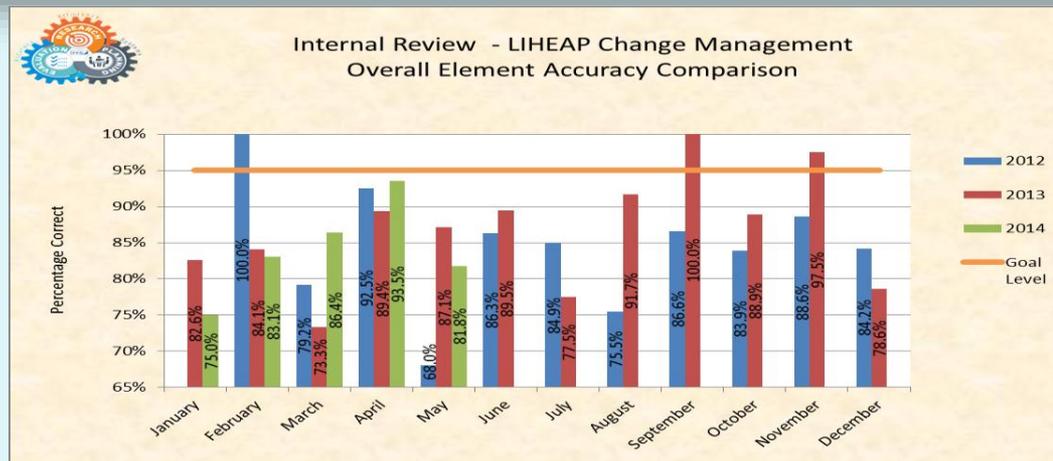
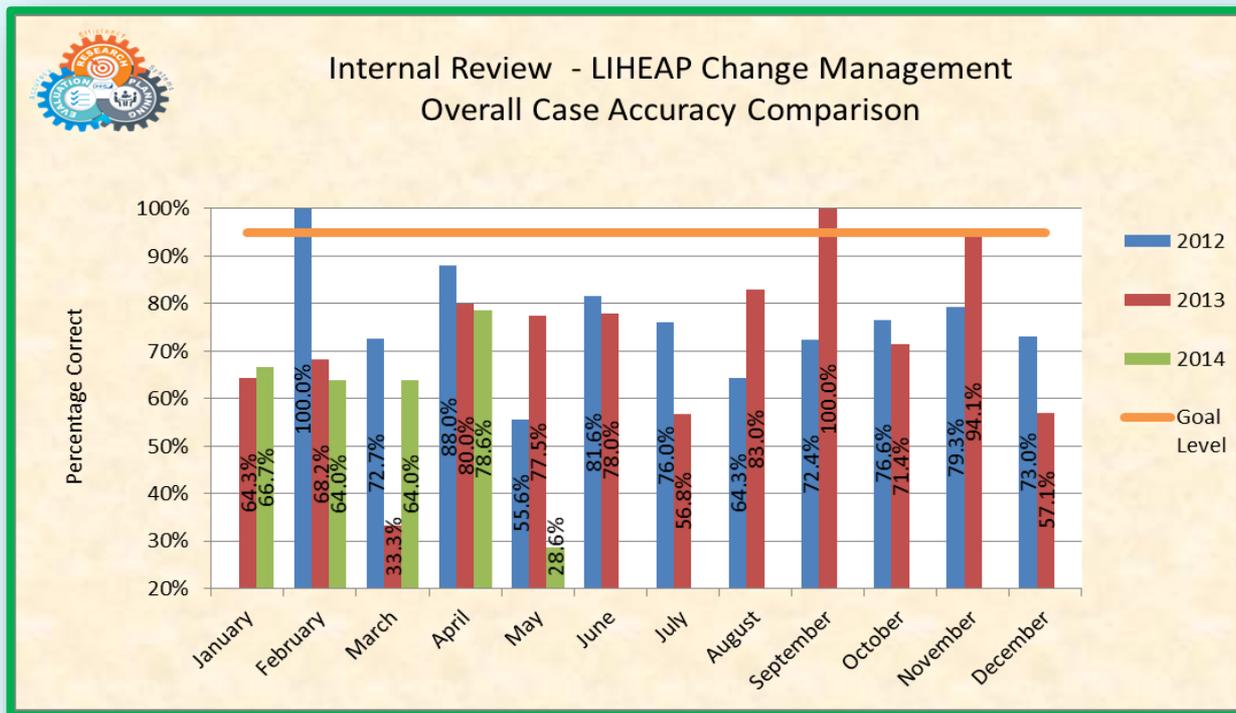
1. Handling Resources: 6/16/2014

Action Items:

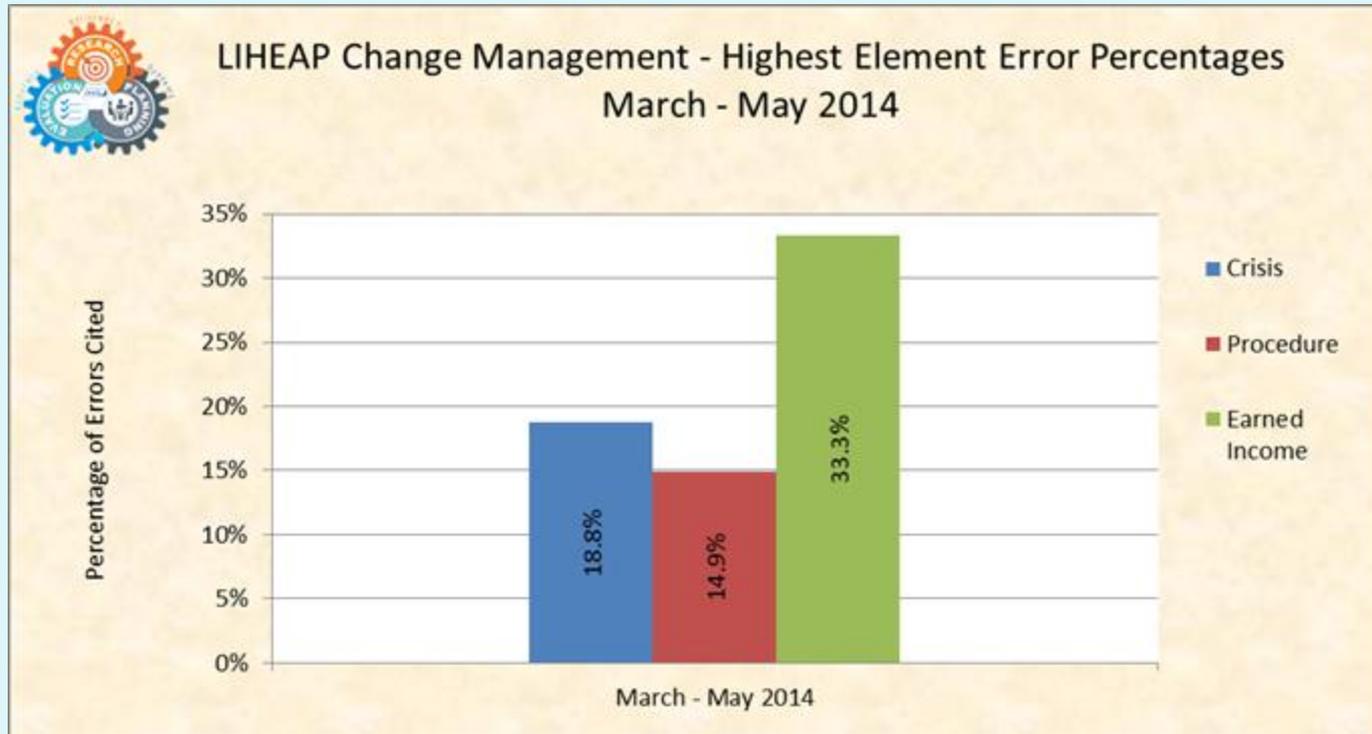
1. SCR 14744 will clean up budgets when crossing energy years.
2. SCR 13195 will add the account number to the benefit summary.
3. SCR 13914 will maintain an provider's history when name is updated.
4. SCR 13533, 14453 and 14744 will clean up various budget related issues.

Barriers:

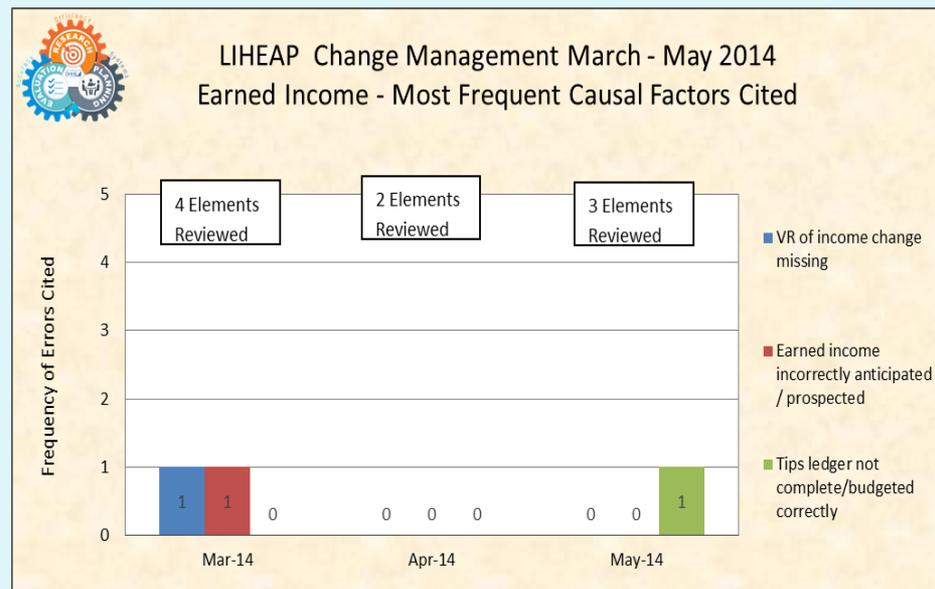
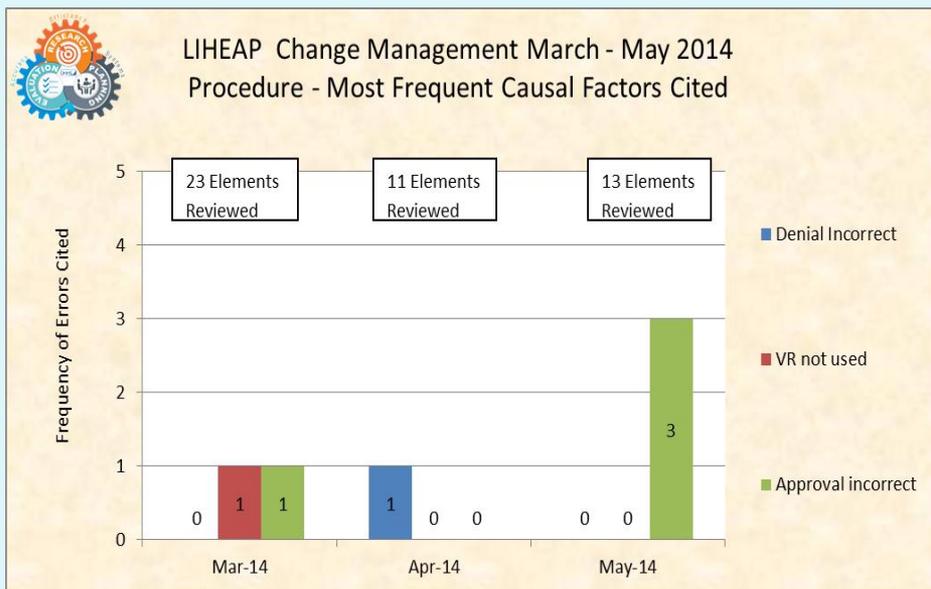
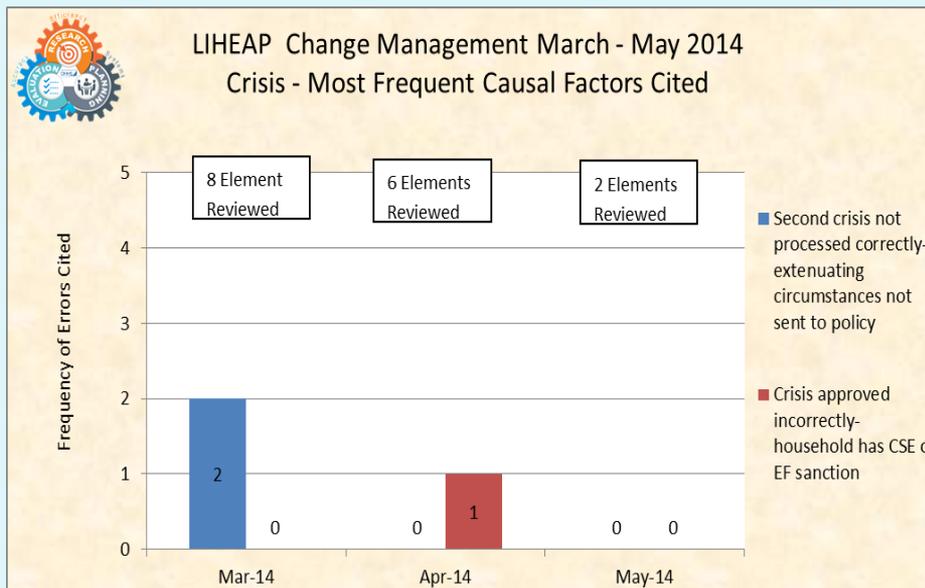
Goal Statement: Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



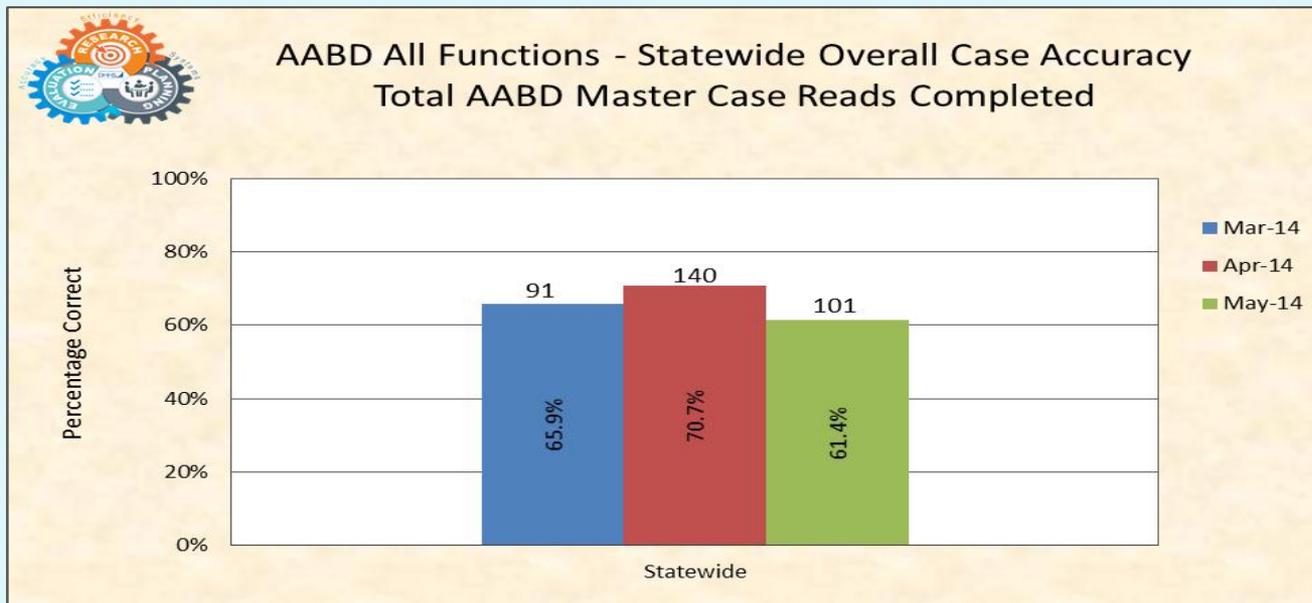
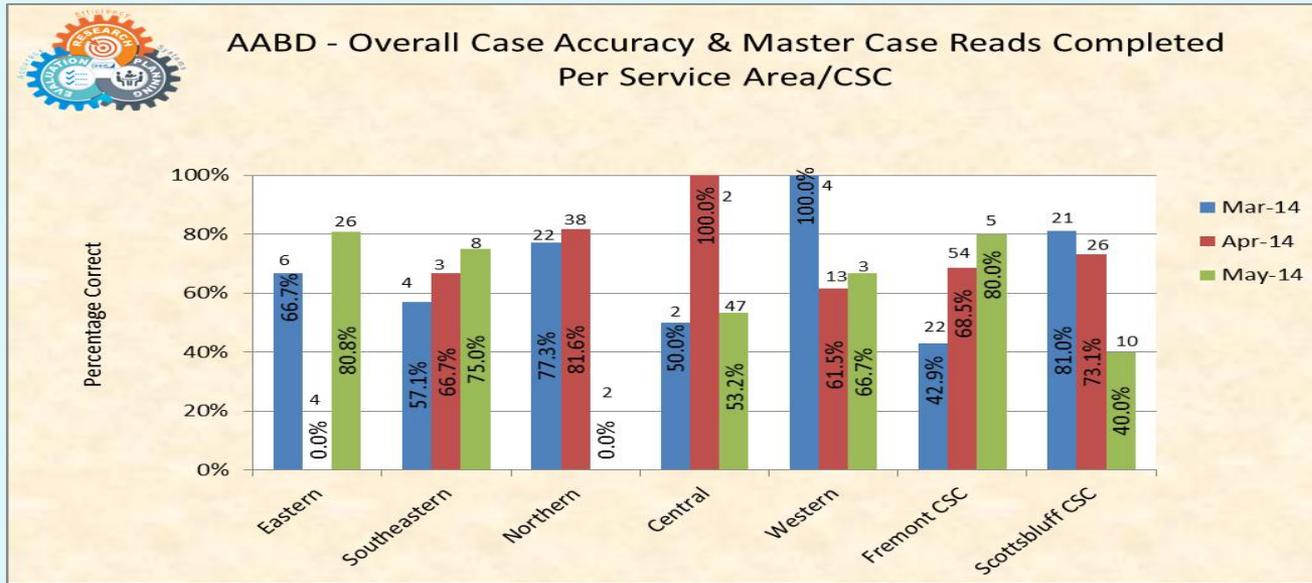
Low-Income Home Energy Assistance Program: Change Management



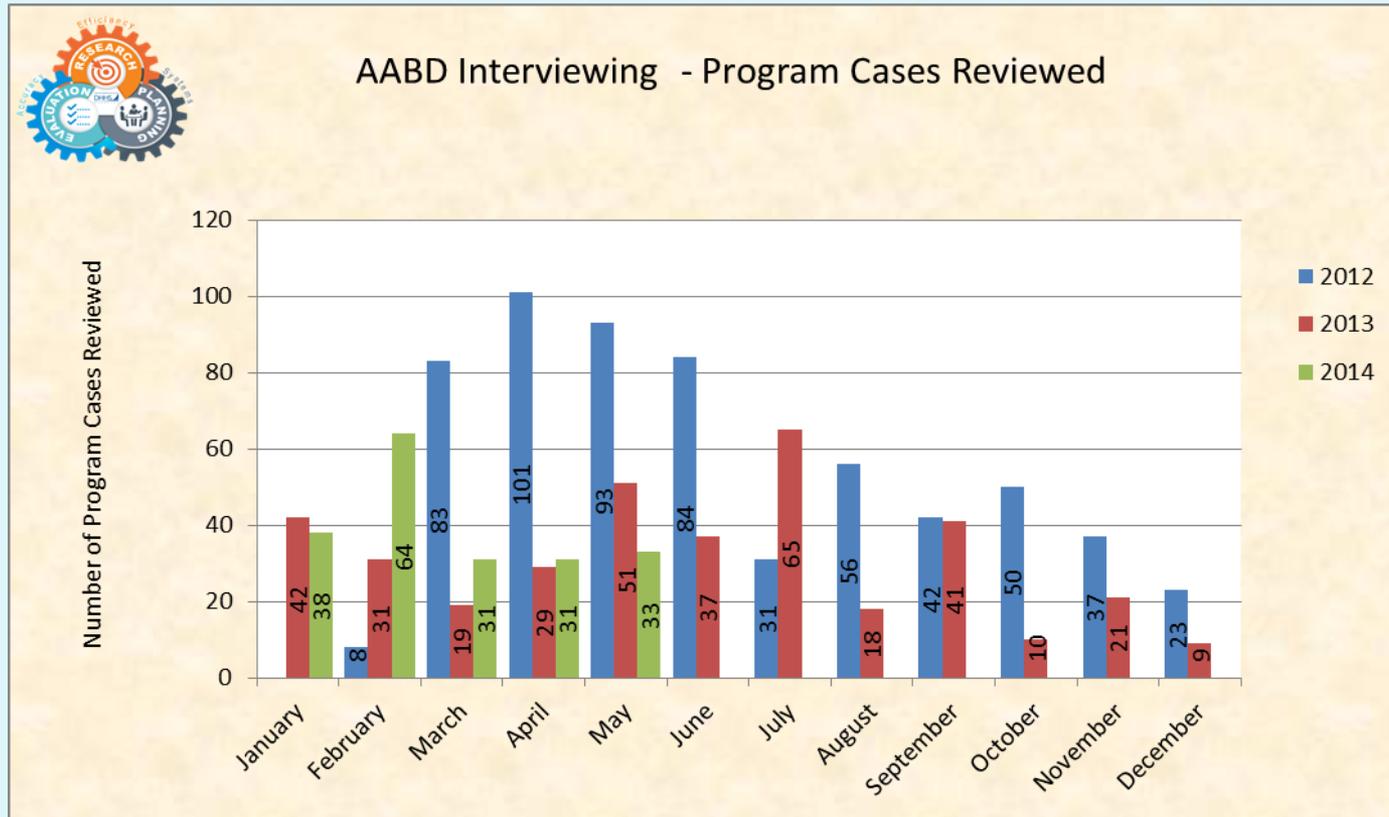
Low-Income Home Energy Assistance Program: Change Management



Assistance to the Aged, Blind, or Disabled Payment Accuracy



Assistance to the Aged, Blind, or Disabled Payment: Interviewing Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Strengths/Accomplishments:

R.E.P. Released:

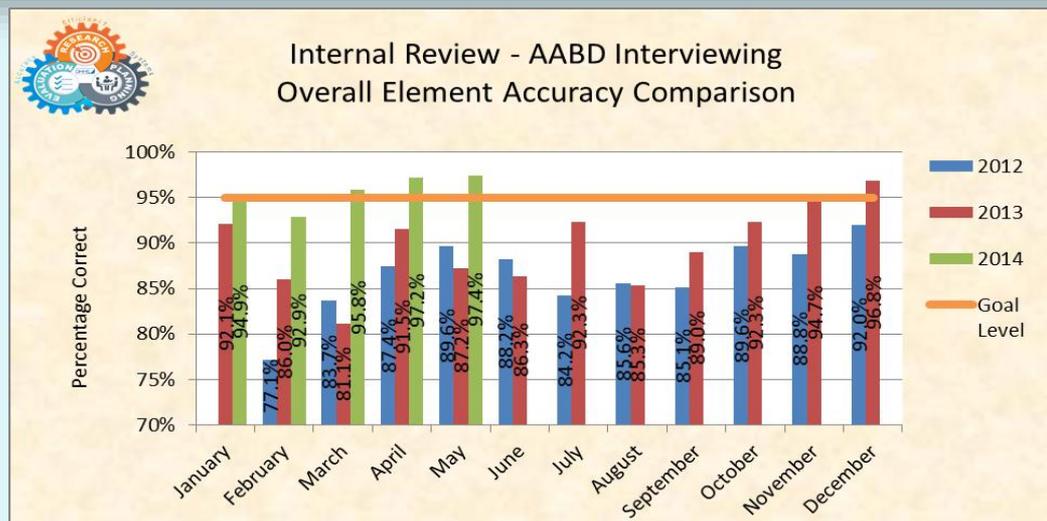
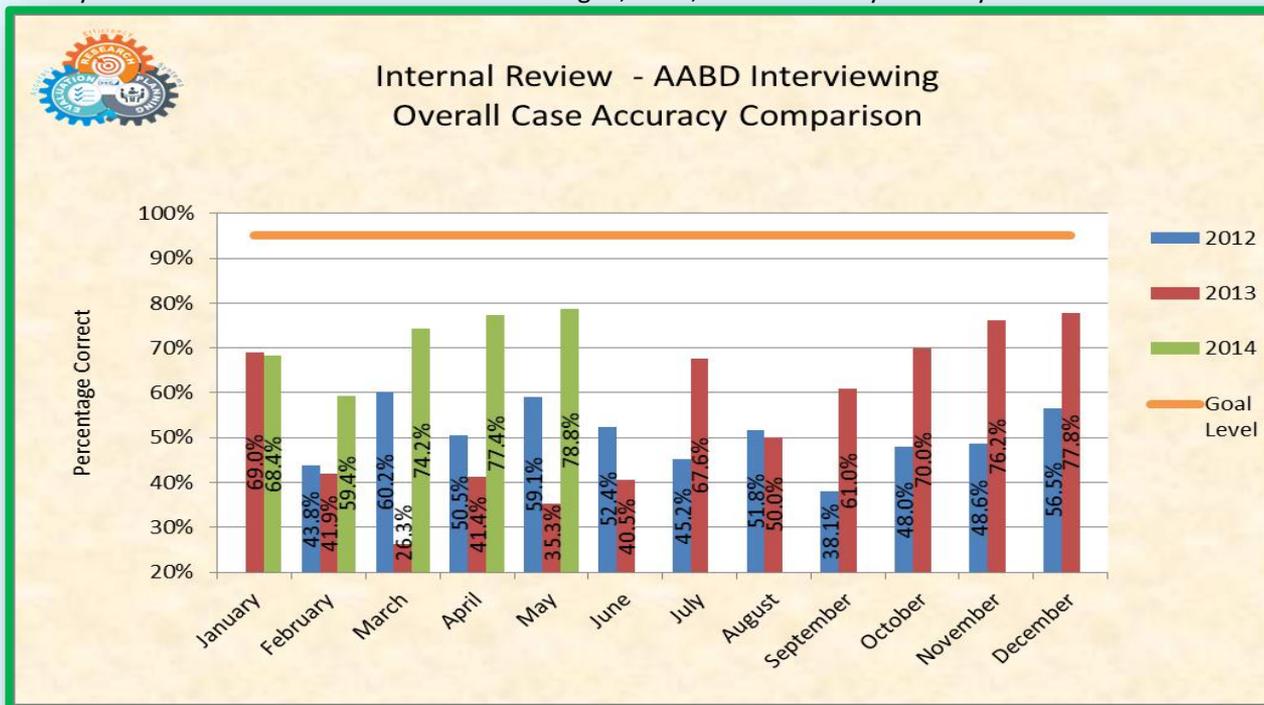
1. Interview Tracking: 6/2/2014
2. Scheduling Interviews 6/16/2014

Action Items:

1. SCR 14866 will create a prefilled EA Review/Recert applications.
2. SCR 15056 Verif request correspondence will be added to CBI.
3. SCR 15370 will fix a bug with rescheduling interviews.

Barriers:

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



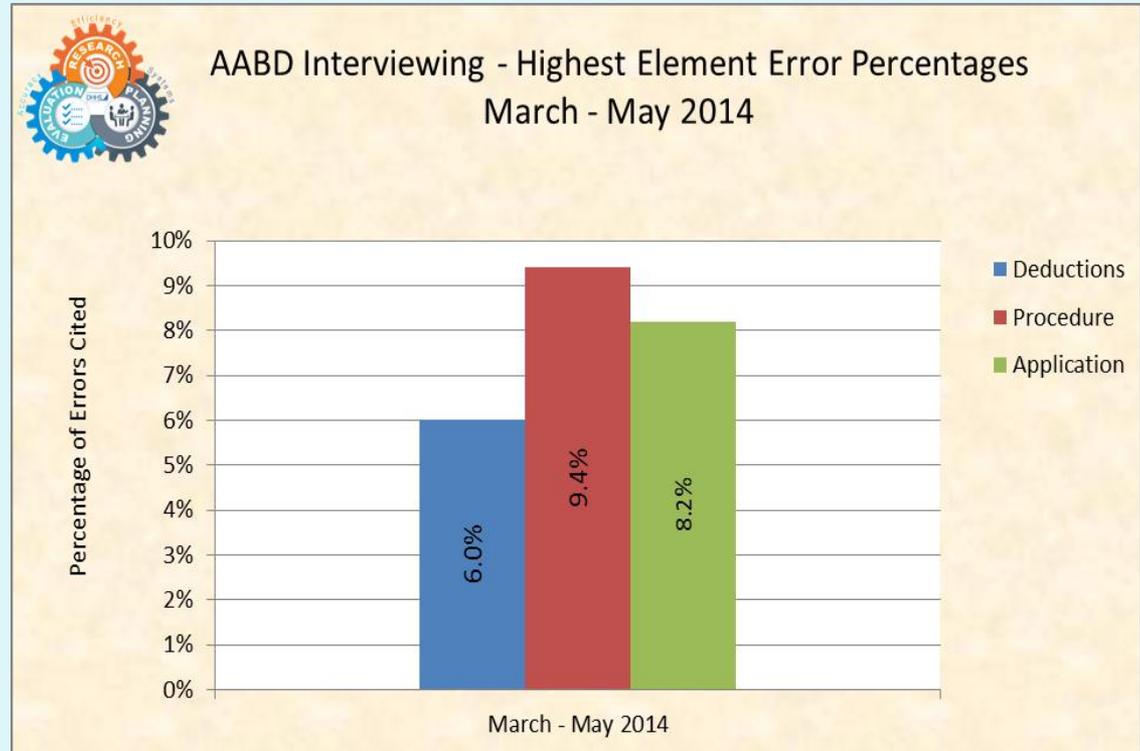
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Assistance to the Aged, Blind, or Disabled Payment: Interviewing

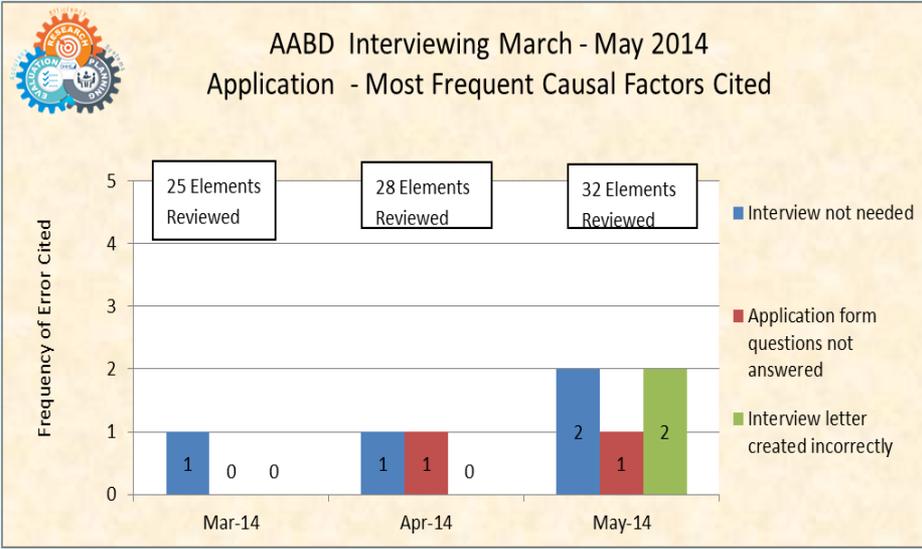
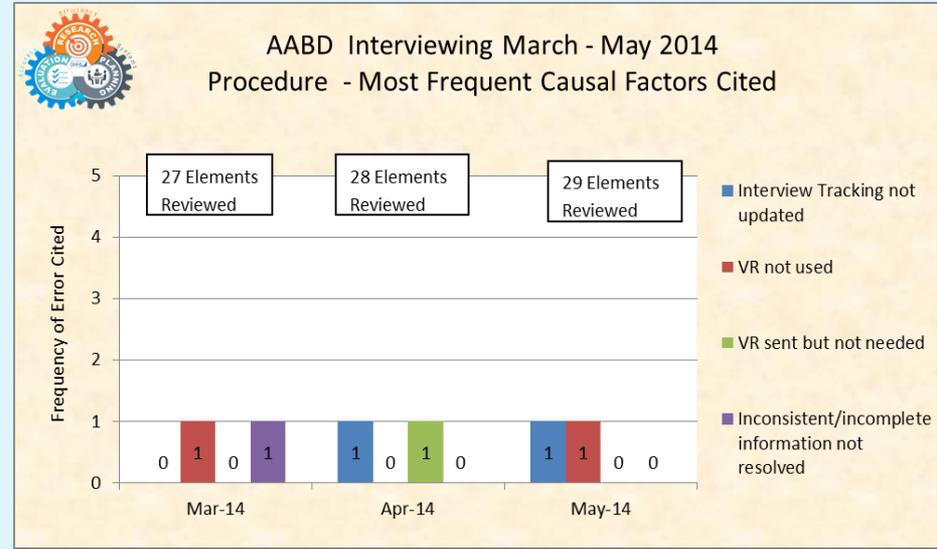
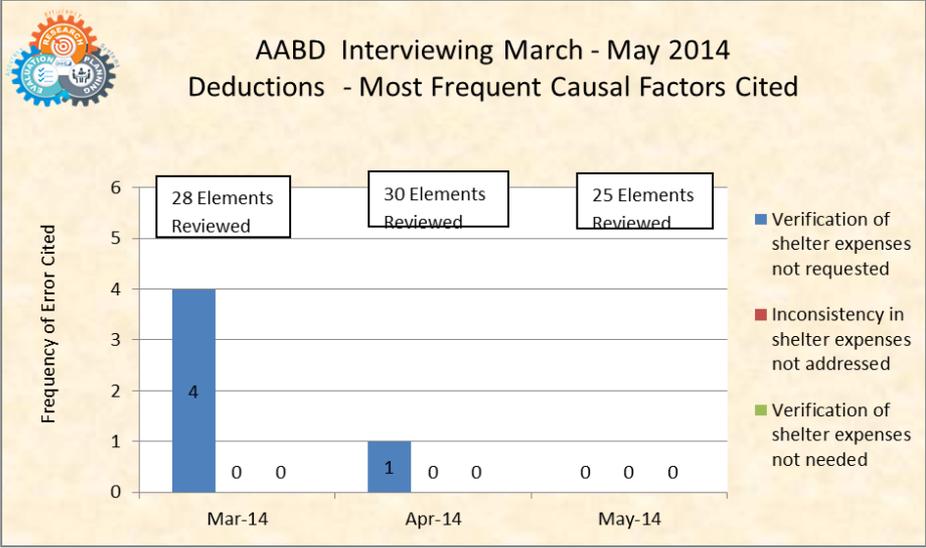
Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Success Stories:

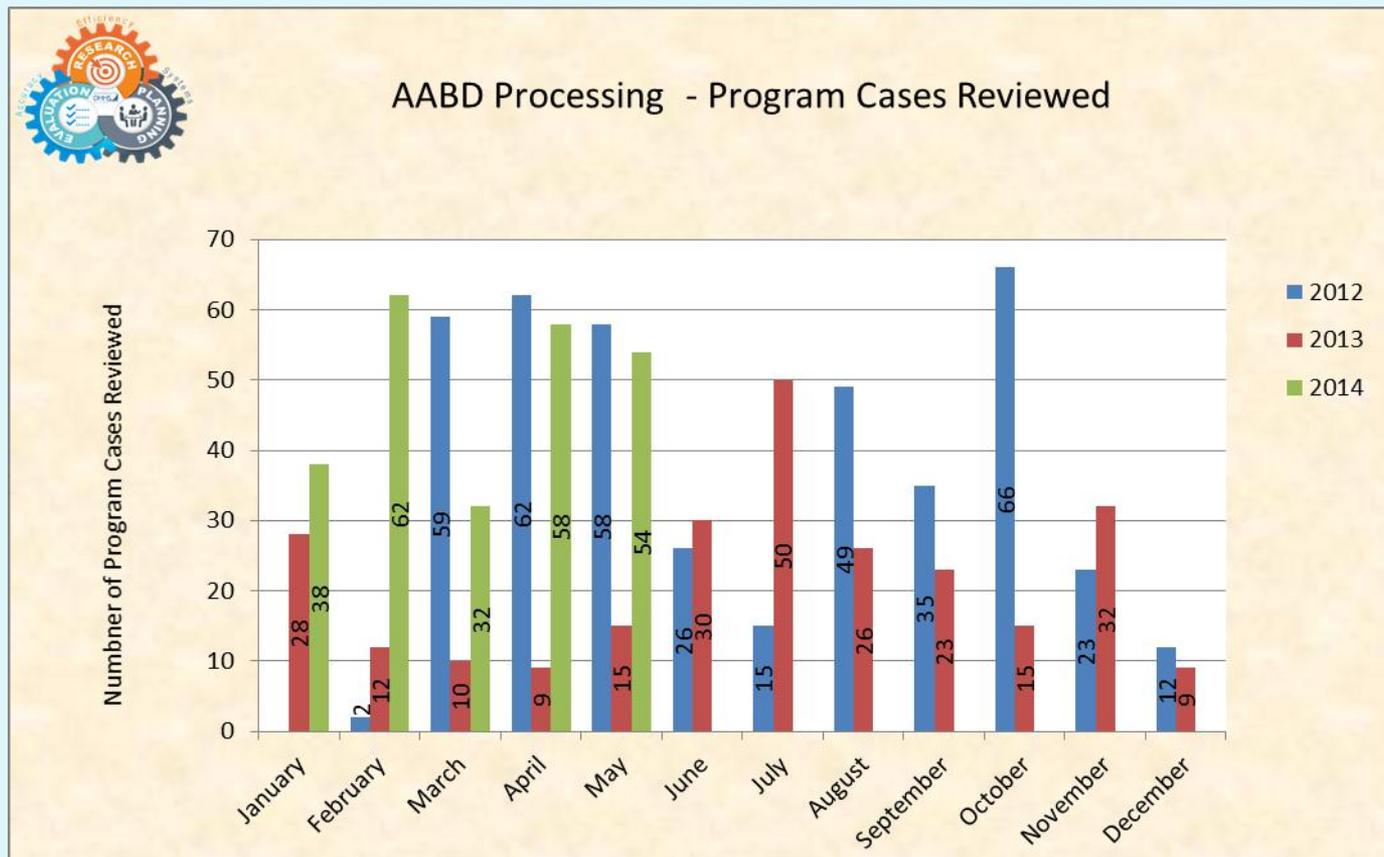
1. Removed Resource Element, last error cited 2/2014



Assistance to the Aged, Blind, or Disabled Payment: Interviewing



Assistance to the Aged, Blind, or Disabled Payment: Processing Program Case Reads



**Assistance to the Aged,
Blind, or Disabled
Payment: Processing**

Strengths/Accomplishments:

Captivate Video released:

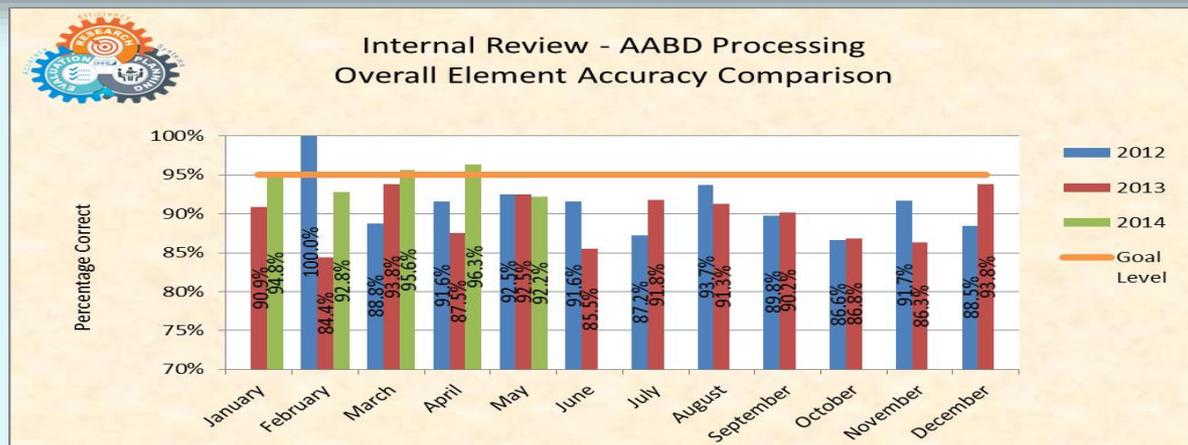
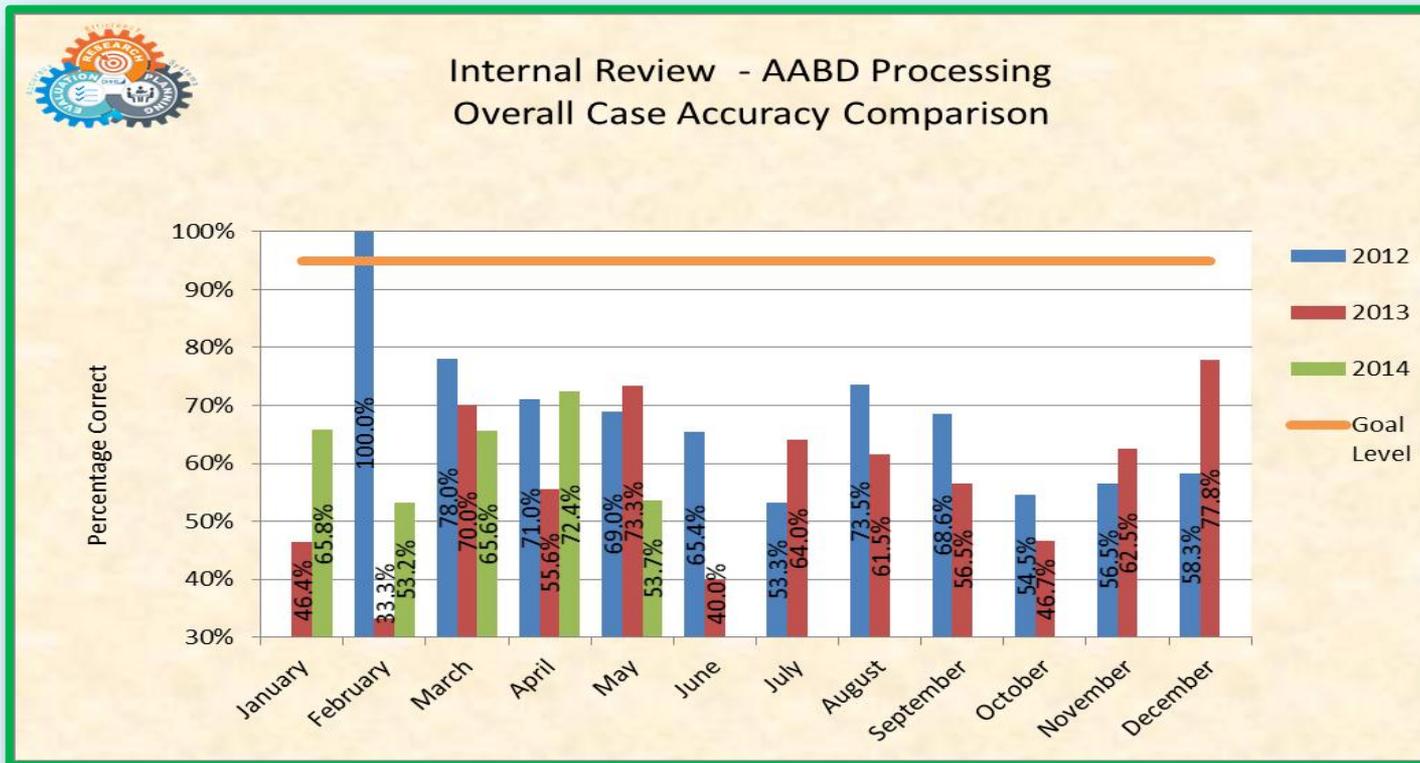
1. Handling Resources: 6/16/2014

Action Items:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.
4. SCR 15067 will correct deeming logic for payment only cases.

Barriers:

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



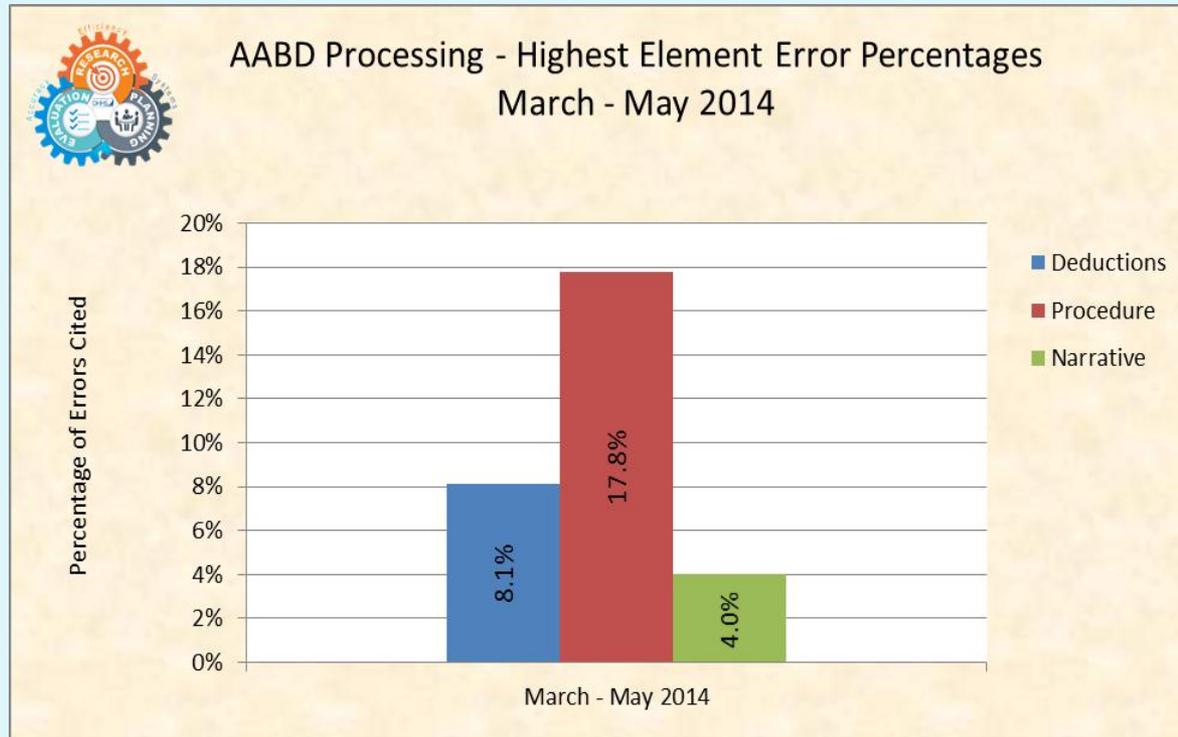
Assistance to the Aged, Blind, or Disabled Payment: Processing

Assistance to the Aged, Blind, or Disabled Payment: Processing

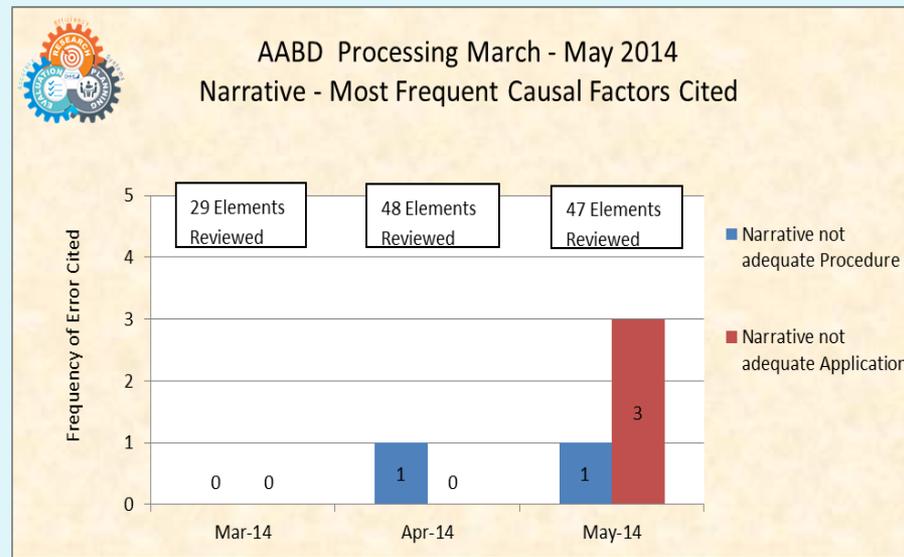
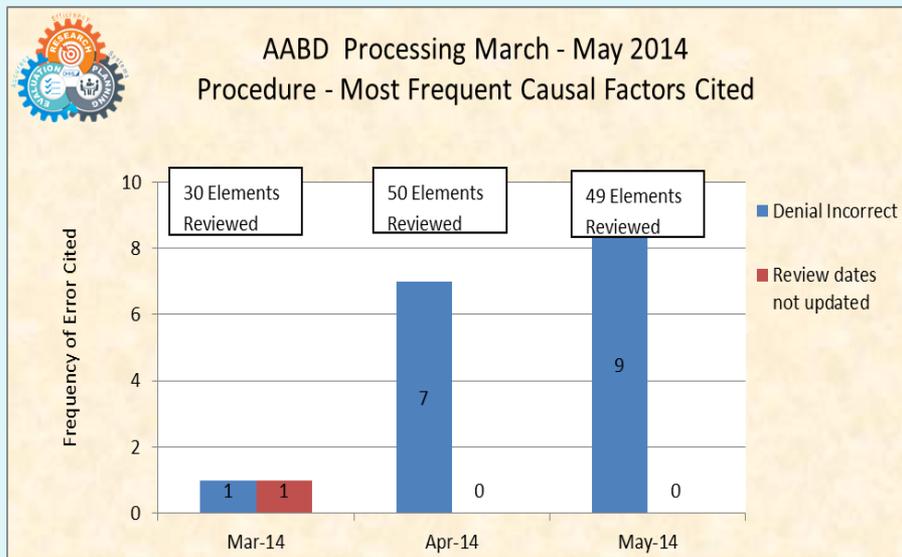
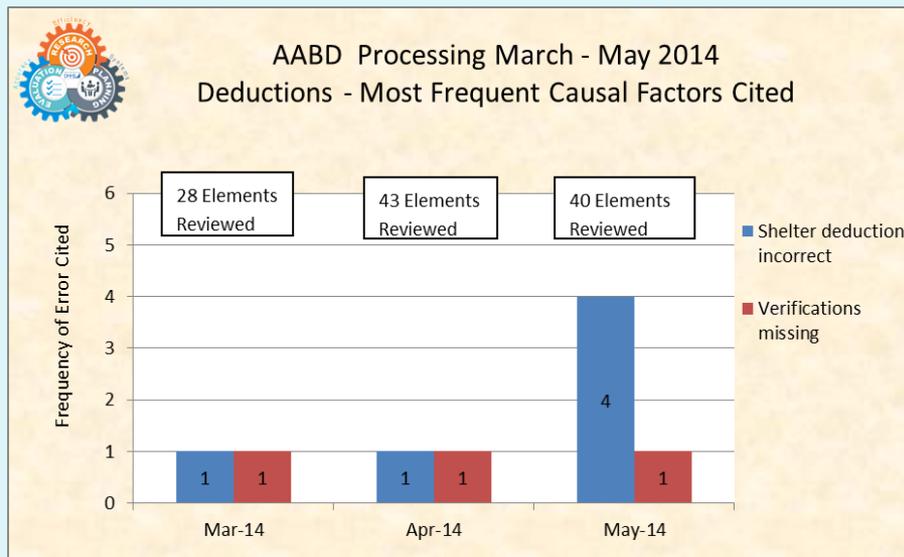
Success Stories:

1. Narrative:

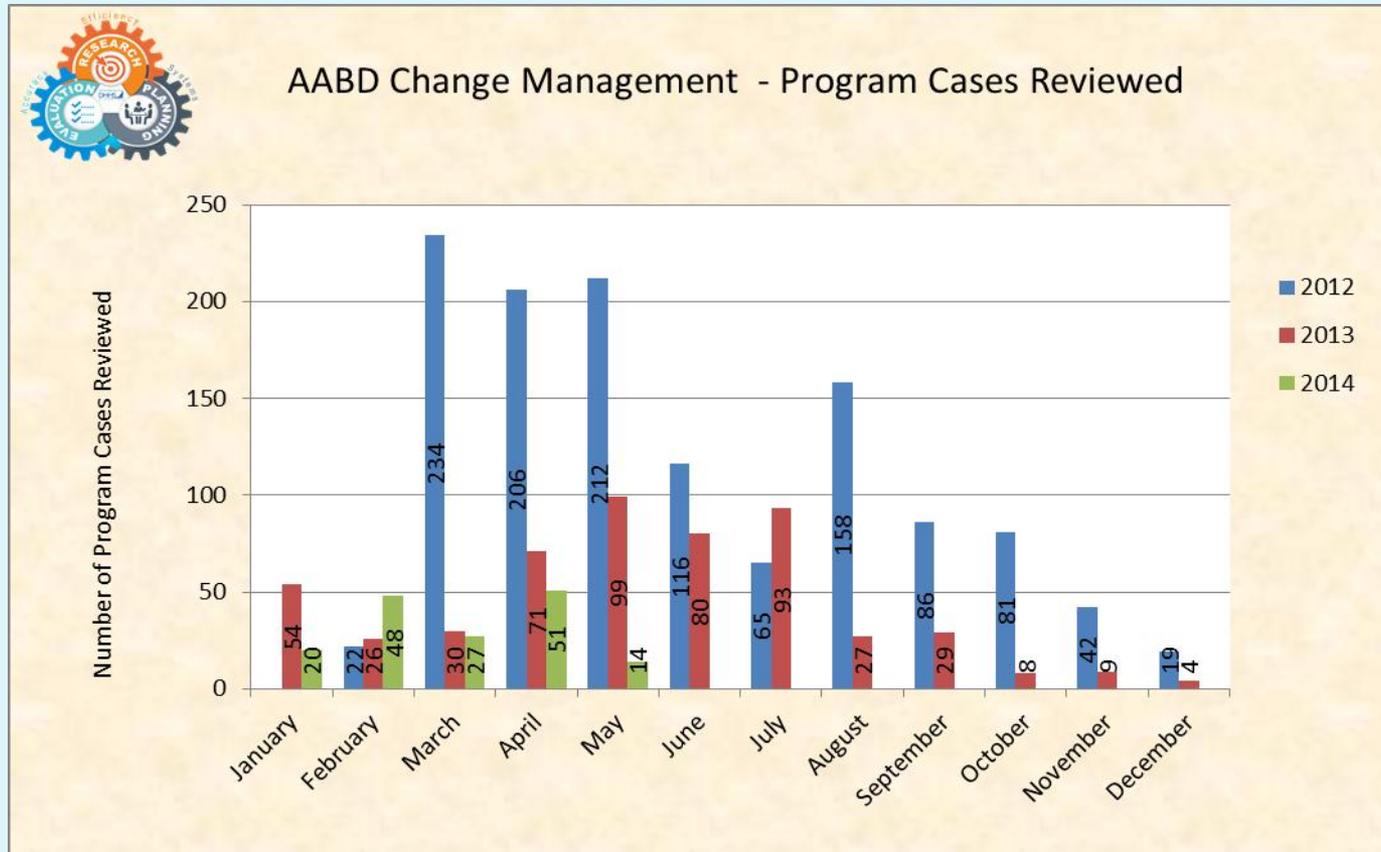
- Removed Causal:
Narrative not
adequate Review,
last error cited
2/2014



Assistance to the Aged, Blind, or Disabled Payment: Processing



Assistance to the Aged, Blind, or Disabled Payment: Change Management Program Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Change Management

Strengths/Accomplishments:

Captive Video released:

1. Handling Resources: 6/16/2014

Action Items:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

Barriers:

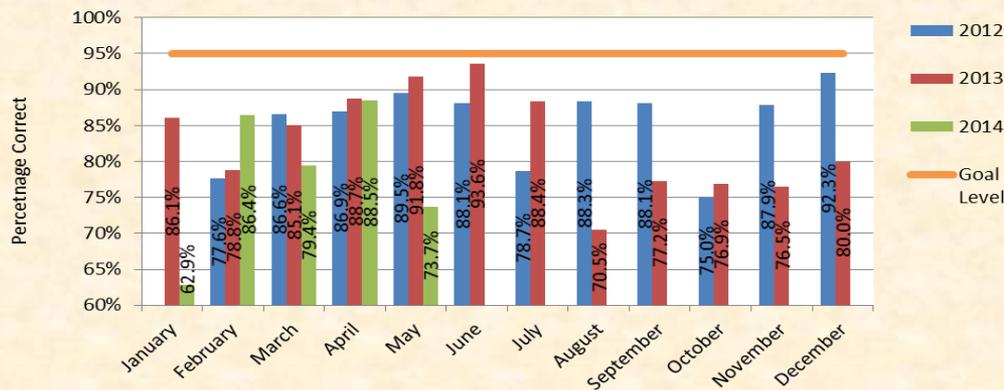
Barriers:



Internal Review - AABD Change Management Overall Case Accuracy Comparison



Internal Review - AABD Change Management Overall Element Accuracy Comparison



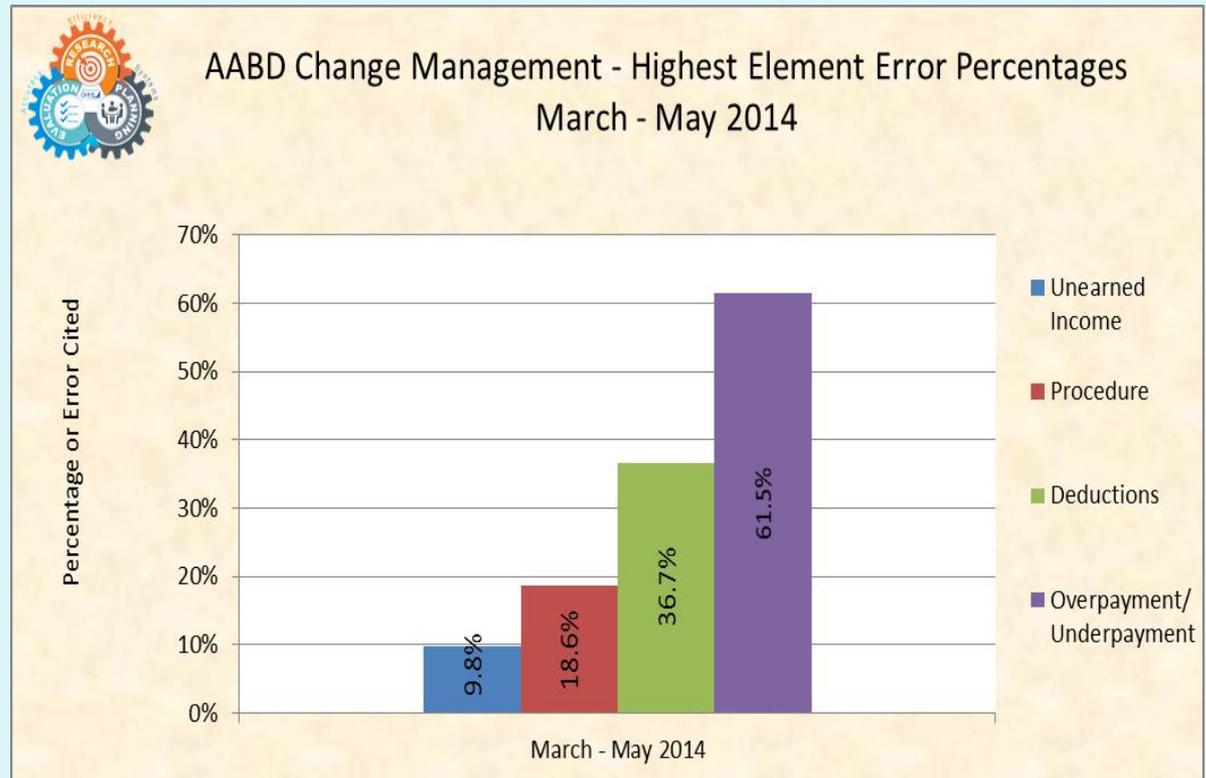
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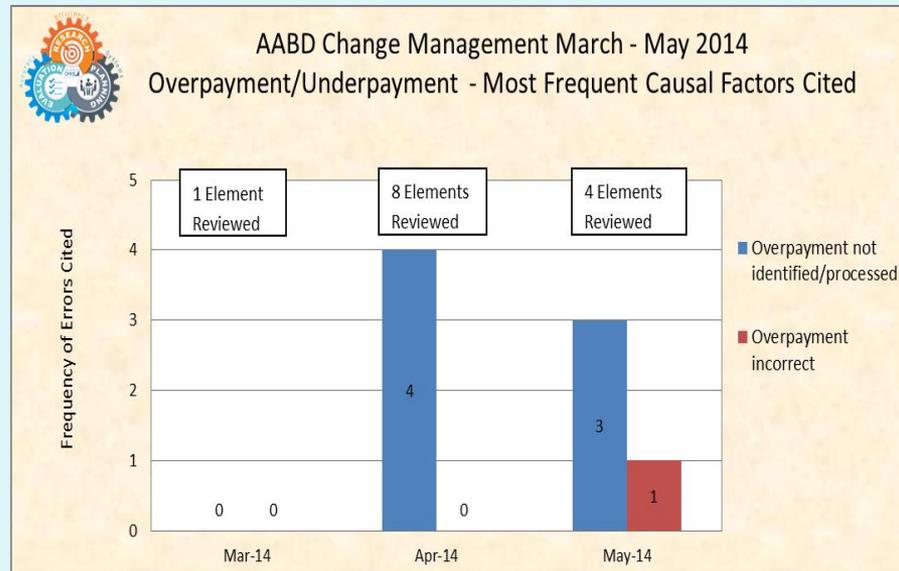
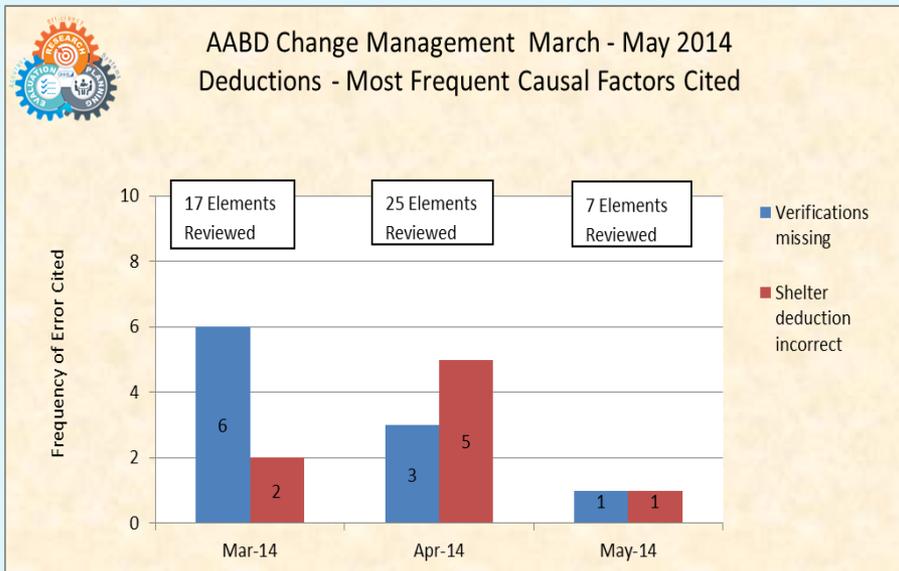
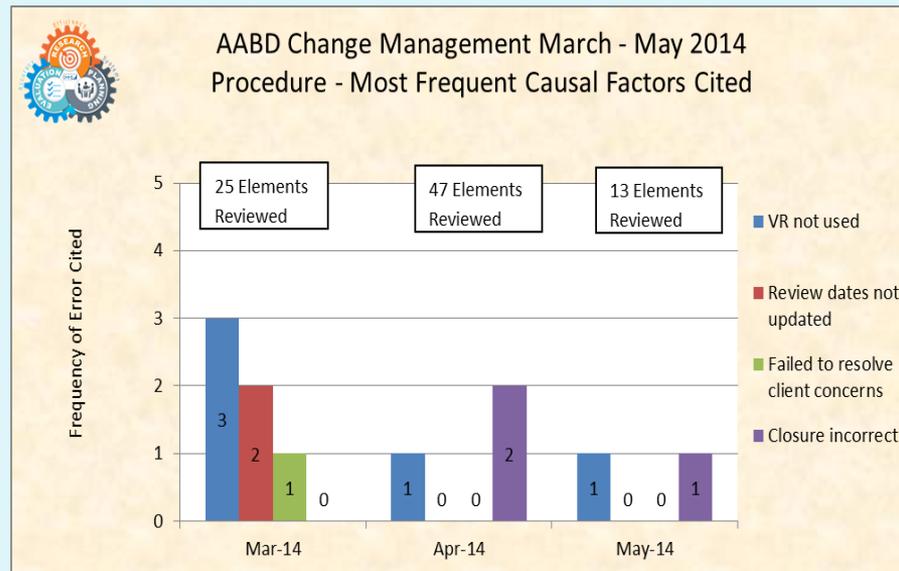
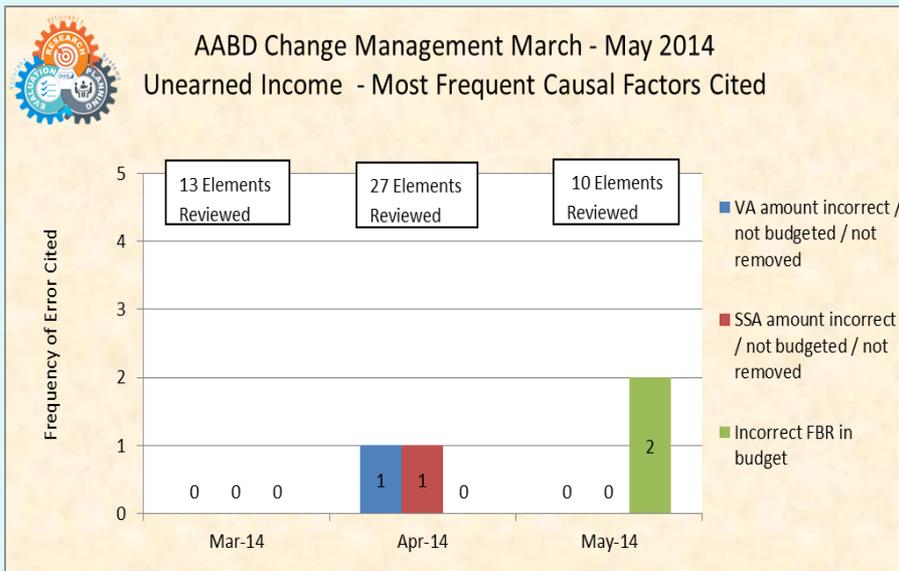
Success Stories:

1. Procedure

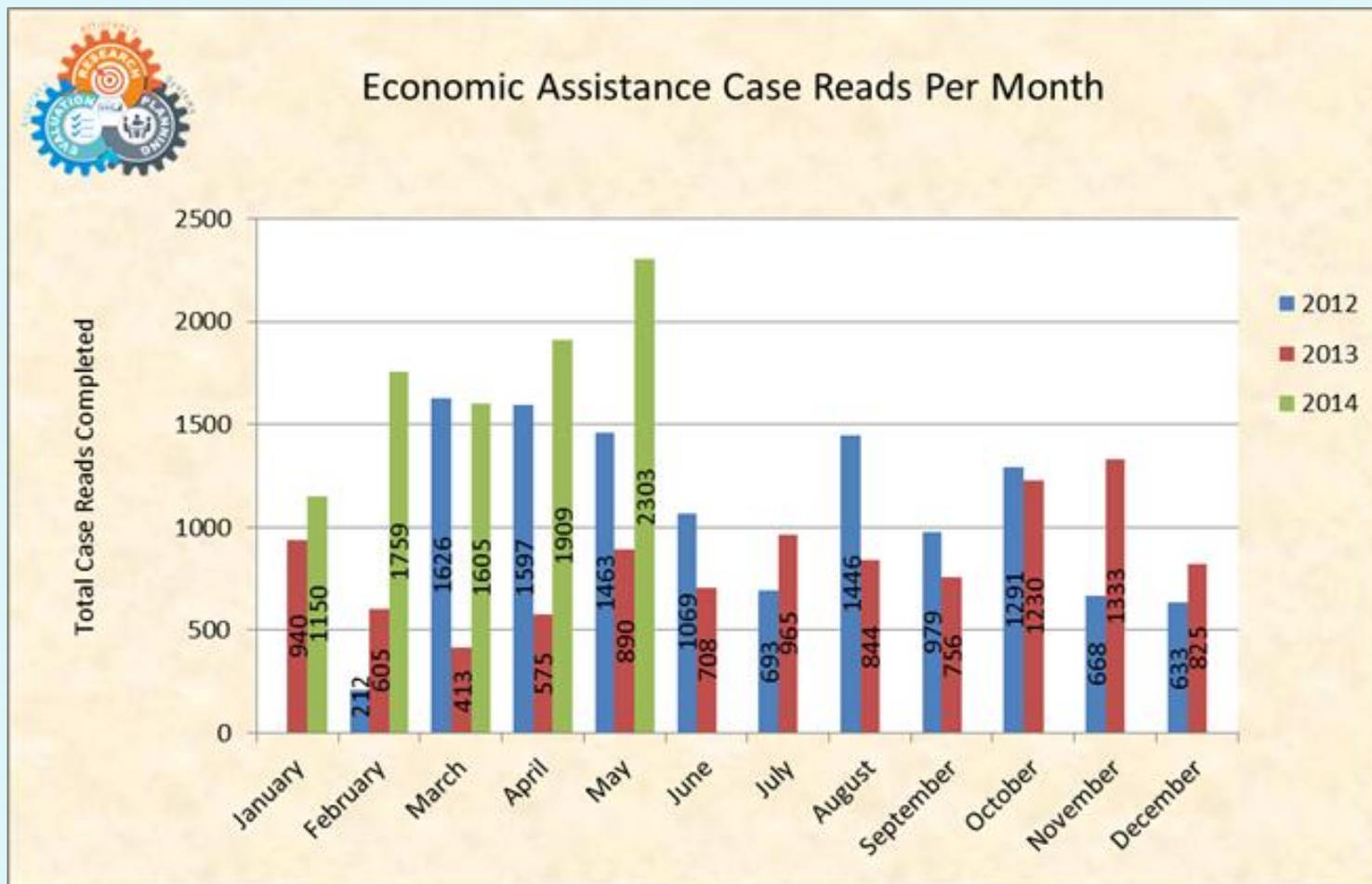
- Removed Causal: Alert/WT accepted and cleared but not acted on, last error cited 2/2014



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Total Case Reviews Completed



CHAPTER 5: WORKFORCE STABILITY

Outcome Statement: Economic Assistance is well-qualified, trained, supervised and supported.

Goal Statement: Economic Assistance is well-qualified, trained, supervised and supported.

SSW + SSW/T Vacancy Rate

Strengths/Accomplishments:

1. The total vacancy rate for the Local office has remained at less than 5%.

Action Items:

Barriers:

	March 2014			April 2014			May 2014		
Location of SSW + SSW/T	as of 3/3/2014			as of 4/1/2014			as of 5/1/2014		
	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
Central Service Area EA*	1	28	3.6%	1	28	3.6%	1	28	3.6%
Eastern Service Area EA*	3	45	6.7%	3	45	6.7%	3	45	6.7%
Northern Service Area EA*	1	23	4.3%	1	23	4.3%	2	23	8.7%
Southeast Service Area EA*	1	33	3.0%	1	33	3.0%	1	33	3.0%
Western Service Area EA*	1	20	5.0%	0	19	0.0%	0	20	0.0%
Local Office Total	7	149	4.7%	6	148	4.1%	7	149	4.7%
Fremont CSC	2	119	1.7%	5	119	4.2%	7	119	5.9%
Scottsbluff CSC	1	82	1.2%	0	82	0.0%	5	82	6.1%
Customer Service Center Total	3	201	1.5%	5	201	2.5%	12	201	6.0%
Total	10	350	2.9%	11	349	3.2%	19	350	5.4%

The above chart: Shows the percentage of vacancies throughout the service areas. These results are based on employees leaving DHHS, not leaving the state..